bitdefender
internet security 2010

User's guide

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BitDefender Internet Security 2010
User's guide

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bitdefender

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Preface

This guide is intended to all users who have chosen **BitDefender Internet Security 2010** as a security solution for their personal computers. The information presented in this book is suitable not only for computer literates, it is accessible to everyone who is able to work under Windows.

This book will describe for you BitDefender Internet Security 2010, will guide you through the installation process, will show you how to configure it. You will find out how to use BitDefender Internet Security 2010, how to update, test and customize it. You will learn how to get best from BitDefender.

We wish you a pleasant and useful lecture.

1. Conventions Used in This Book

1.1. Typographical Conventions

Several text styles are used in the book for an improved readability. Their aspect and meaning are presented in the following table.

Appearance	Description
`sample syntax`	Syntax samples are printed with `monospaced` characters.
http://www.bitdefender.com	The URL link is pointing to some external location, on http or ftp servers.
sales@bitdefender.com	E-mail addresses are inserted in the text for contact information.
“Preface” (p. xvi)	This is an internal link, towards some location inside the document.
`filename`	File and directories are printed using `monospaced` font.
option	All the product options are printed using **strong** characters.
`sample code listing`	The code listing is printed with `monospaced` characters.

1.2. Admonitions

The admonitions are in-text notes, graphically marked, bringing to your attention additional information related to the current paragraph.

Note

The note is just a short observation. Although you can omit it, the notes can provide valuable information, such as specific feature or a link to some related topic.

Important

This requires your attention and is not recommended to skip over it. Usually, it provides non-critical but significant information.

Warning

This is critical information you should treat with increased caution. Nothing bad will happen if you follow the indications. You should read and understand it, because it describes something extremely risky.

2. Book Structure

The book consists of several parts containing major topics. Moreover, a glossary is provided to clarify some technical terms.

Installation and Removal. Step by step instructions for installing BitDefender on a personal computer. Starting with the prerequisites for a successfully installation, you are guided through the whole installation process. Finally, the removing procedure is described in case you need to uninstall BitDefender.

Getting Started. Contains all the information you need to get started with BitDefender. You are presented with the BitDefender interface and how to fix issues, configure basic settings and register your product.

Intermediate Mode. Presents the Intermediate Mode interface of BitDefender.

Expert Mode. A detailed presentation of the Expert Mode interface of BitDefender. You are taught how to configure and use all BitDefender modules so as to efficiently protect your computer against all kind of threats (malware, spam, hackers, innapropriate content and so on).

Integration into Windows and Third-Party Software. Shows you how to use the BitDefender options on the Windows contextual menu and the BitDefender toolbars integrated into supported third-party programs.

How To. Provides procedures to quickly perform the most common tasks in BitDefender.

Troubleshooting and Getting Help. Where to look and where to ask for help if something unexpected appears.

BitDefender Rescue CD. Description of the BitDefender Rescue CD. It helps understand and use the features offered by this bootable CD.

Glossary. The Glossary tries to explain some technical and uncommon terms you will find in the pages of this document.

3. Request for Comments

We invite you to help us improve the book. We have tested and verified all of the information to the best of our ability. Please write to tell us about any flaws you find in this book or how you think it could be improved, to help us provide you with the best documentation possible.

Let us know by sending an e-mail to documentation@bitdefender.com.

Important

Please write all of your documentation-related e-mails in English so that we can process them efficiently.

Installation and Removal

1. System Requirements

You may install BitDefender Internet Security 2010 only on computers running the following operating systems:

- Windows XP (32/64 bit) with Service Pack 2 or higher
- Windows Vista (32/64 bit) or Windows Vista with Service Pack 1 or higher
- Windows 7 (32/64 bit)

Before installation, make sure that your computer meets the minimum hardware and software requirements.

Note

To find out the Windows operating system your computer is running and hardware information, right-click **My Computer** on the desktop and then select **Properties** from the menu.

1.1. Minimal System Requirements

- 450 MB available free hard disk space
- 800 MHz processor
- RAM Memory:
  - 512 MB for Windows XP
  - 1 GB for Windows Vista and Windows 7
- Internet Explorer 6.0
- .NET Framework 1.1 (also available in the installer kit)

1.2. Recommended System Requirements

- 600 MB available free hard disk space
- Intel CORE Duo (1.66 GHz) or equivalent processor
- RAM Memory:
  - 1 GB for Windows XP and Windows 7
  - 1.5 GB for Windows Vista
- Internet Explorer 7 (or higher)
- .NET Framework 1.1 (also available in the installer kit)

1.3. Supported Software

Antiphishing protection is provided only for:

- Internet Explorer 6.0 or higher
- Mozilla Firefox 2.5
- Yahoo Messenger 8.5
- Windows Live Messenger 8

Instant Messaging (IM) encryption is provided only for:

- Yahoo Messenger 8.5
- Windows Live Messenger 8

Antispam protection is provided for all POP3/SMTP e-mail clients. The BitDefender Antispam toolbar however is integrated only into:

- Microsoft Outlook 2000 / 2003 / 2007
- Microsoft Outlook Express
- Microsoft Windows Mail
- Thunderbird 2.0.0.17

2. Preparing for Installation

Before you install BitDefender Internet Security 2010, complete these preparations to ensure the installation will go smoothly:

- Make sure that the computer where you plan to install BitDefender meets the minimum system requirements. If the computer does not meet all the minimum system requirements, BitDefender will not be installed or, if installed, it will not work properly and it will cause system slowdowns and instability. For a complete list of system requirements, please refer to "*System Requirements*" (p. 2).
- Log on to the computer using an Administrator account.
- Remove any other security software from the computer. Running two security programs simultaneously may affect their operation and cause major problems with the system. Windows Defender will be disabled by default before installation is initiated.
- Disable or remove any firewall program that may be running on the computer. Running two firewall programs simultaneously may affect their operation and cause major problems with the system. Windows Firewall will be disabled by default before installation is initiated.

3. Installing BitDefender

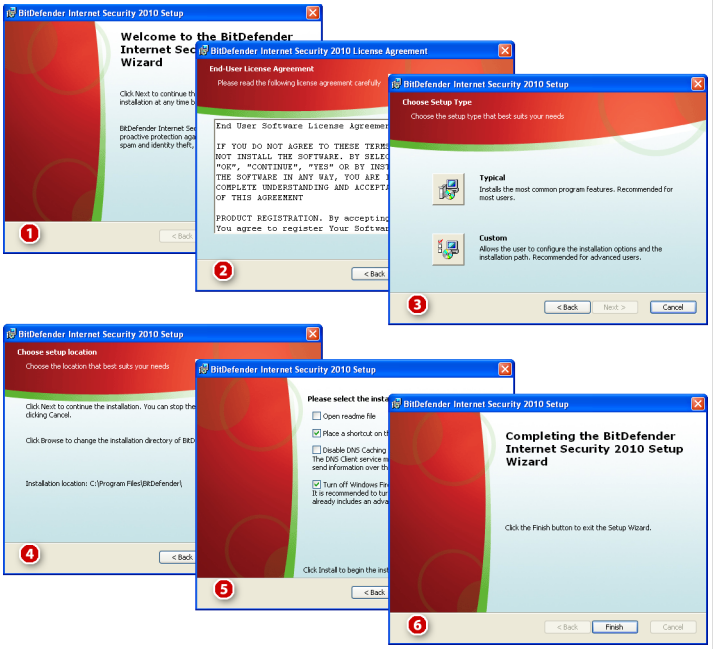
You can install BitDefender from the BitDefender installation CD or using the installation file downloaded on your computer from the BitDefender website or from other authorized websites (for example, the website of a BitDefender partner or an online shop). You can download the installation file from the BitDefender website at the following address: http://www.bitdefender.com/site/Downloads/.

To install BitDefender from the CD, insert the CD into the drive. A welcome screen should be displayed in a few moments. Follow the instructions to start installation.

If the welcome screen does not appear, follow this path `Products\InternetSecurity\install\en\` from the CD's root directory and double-click `runsetup.exe`.

To install BitDefender using the installation file downloaded on your computer, locate the file and double-click it.

The installer will first check your system to validate the installation. If the installation is validated, the setup wizard will appear. The following image shows the setup wizard steps.


BitDefender Internet Security 2010 Setup
Welcome to the BitDefender Internet Security 2010 Wizard
BitDefender Internet Security 2010 License Agreement
End-User License Agreement
Please read the following license agreement carefully
End User Software License Agreement
BitDefender Internet Security 2010 Setup
Choose Setup Type
Choose the setup type that best suits your needs
Typical
Installs the most common program features. Recommended for most users.
Custom
Allows the user to configure the installation options and the installation path. Recommended for advanced users.
< Back
Next >
Cancel
BitDefender Internet Security 2010 Setup
Choose setup location
Choose the location that best suits your needs
Installation location: C:\Program Files\BitDefender\
BitDefender Internet Security 2010 Setup
Please select the insta
Open readme file
Place a shortcut on th
Disable DNS Caching
Turn off Windows Fir
Click Install to begin the inst
BitDefender Internet Security 2010 Setup
Completing the BitDefender Internet Security 2010 Setup Wizard
Click the Finish button to exit the Setup Wizard.
< Back
Finish
Cancel
1
2
3
4
5
6

Installation Steps

Follow these steps to install BitDefender Internet Security 2010:

1. Click **Next**. You can cancel installation anytime you want by clicking **Cancel**.

   BitDefender Internet Security 2010 alerts you if you have other antivirus products installed on your computer. Click **Remove** to uninstall the corresponding product. If you want to continue without removing the detected products, click **Next**.

   Warning

   It is highly recommended that you uninstall any other antivirus products detected before installing BitDefender. Running two or more antivirus products at the same time on a computer usually renders the system unusable.

2. Please read the License Agreement and click **I agree**.

   Important

   If you do not agree to these terms click **Cancel**. The installation process will be abandoned and you will exit setup.

3. Select the type of installation to be performed.

   - **Typical** - to install the program immediately, using the default installation options. If you choose this option, skip to Step 6.
   - **Custom** - to configure the installation options and then install the program. This option allows you to change the installation path.

4. By default, BitDefender Internet Security 2010 will be installed in `C:\Program Files\BitDefender\BitDefender 2010`. If you want to change the installation path, click **Browse** and select the folder in which you would like BitDefender to be installed.

   Click **Next**.

5. Select options regarding the installation process. Some of them will be selected by default:

   - **Open readme file** - to open the readme file at the end of the installation.
   - **Place a shortcut on the desktop** - to place a shortcut to BitDefender Internet Security 2010 on your desktop at the end of the installation.
   - **Eject CD when installation is complete** - to have the CD ejected at the end of the installation; this option appears when you install the product from the CD.
   - **Disable DNS Caching** - to disable the DNS (Domain Name System) Caching. The DNS Client service may be used by malicious applications to send information over the network without your consent.
   - **Turn off Windows Firewall** - to turn off Windows Firewall.

Important

We recommend you to turn off Windows Firewall since BitDefender Internet Security 2010 already includes an advanced firewall. Running two firewalls on the same computer may cause problems.

- **Turn off Windows Defender** - to turn off Windows Defender; this option appears only on Windows Vista.

Click **Install** in order to begin the installation of the product. If not already installed, BitDefender will first install .NET Framework 1.1.

6. Wait until the installation is completed. Click **Finish**. You will be asked to restart your system so that the setup wizard can complete the installation process. We recommend doing so as soon as possible.

Important

After completing the installation and restarting the computer, a registration wizard and a configuration wizard will appear. Complete these wizards in order to register and configure BitDefender Internet Security 2010 and to create a BitDefender account.

If you have accepted the default settings for the installation path, you can see in `Program Files` a new folder, named `BitDefender`, which contains the subfolder `BitDefender 2010`.

3.1. Registration Wizard

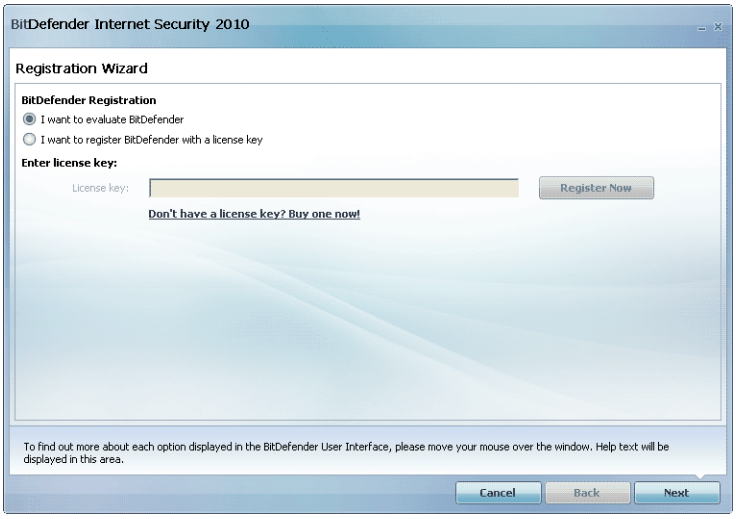
The first time you start your computer after installation, a registration wizard will appear. The wizard helps you register BitDefender and configure a BitDefender account.

You MUST create a BitDefender account in order to receive BitDefender updates. The BitDefender account also gives you access to free technical support and special offers and promotions. If you loose your BitDefender license key, you can log in to your account at http://myaccount.bitdefender.com to retrieve it.

Note

If you do not want to follow this wizard, click **Cancel**. You can open the registration wizard anytime you want by clicking the **Register** link, located at the bottom of the user interface.

3.1.1. Step 1/2 - Register BitDefender Internet Security 2010


BitDefender Internet Security 2010
Registration Wizard
BitDefender Registration
I want to evaluate BitDefender
I want to register BitDefender with a license key
Enter license key:
License key:
Register Now
Don't have a license key? Buy one now!
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Next

Registration

BitDefender Internet Security 2010 comes with 30-day trial period. To continue evaluating the product, select **I want to evaluate BitDefender** and click **Next**.

To register BitDefender Internet Security 2010:

1. Select **I want to evaluate BitDefender with a license key**.
2. Type the license key in the edit field.

Note

You can find your license key:

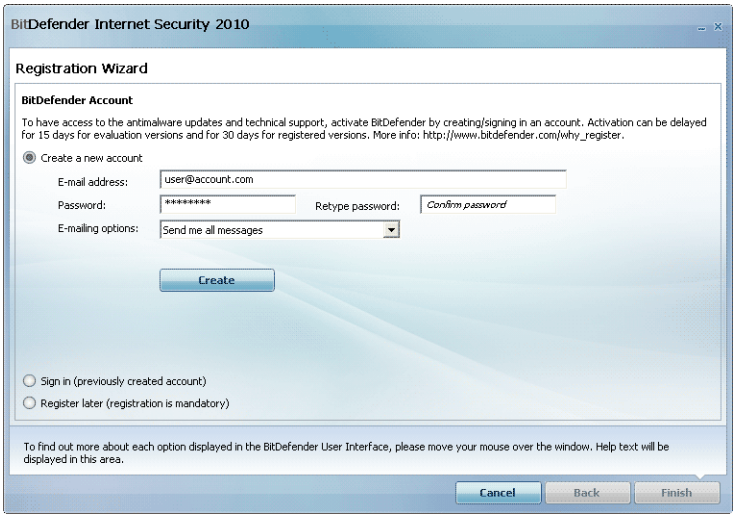
- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

If you do not have a BitDefender license key, click the provided link to go to the BitDefender online store and buy one.

3. Click **Register Now**.
4. Click **Next**.

If a valid BitDefender license key is detected on your system, you can continue using this key by clicking **Next**.

3.1.2. Step 2/2 - Create a BitDefender Account


BitDefender Internet Security 2010
Registration Wizard
BitDefender Account
To have access to the antimalware updates and technical support, activate BitDefender by creating/signing in an account. Activation can be delayed for 15 days for evaluation versions and for 30 days for registered versions. More info: http://www.bitdefender.com/why_register.
Create a new account
E-mail address:
user@account.com
Password:
Retype password:
Confirm password
E-mailing options:
Send me all messages
Create
Sign in (previously created account)
Register later (registration is mandatory)
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Finish

Account Creation

If you do not want to create a BitDefender account at the moment, select **Register later** and click **Finish**. Otherwise, proceed according to your current situation:

- "I do not have a BitDefender account" (p. 9)
- "I already have a BitDefender account" (p. 10)

Important

You must create an account within 15 days after installing BitDefender (if you register it with a license key, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update.

I do not have a BitDefender account

To successfully create a BitDefender account, follow these steps:

1. Select **Create a new account**.
2. Type the required information in the corresponding fields. The data you provide here will remain confidential.
   - **E-mail address** - type in your e-mail address.
   - **Password** - type in a password for your BitDefender account. The password must be between 6 and 16 characters long.

- **Re-type password** - type in again the previously specified password.

Note
Once the account is activated, you can use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Create**.
5. Click **Finish** to complete the wizard.
6. **Activate your account.** Before being able to use your account, you must activate it. Check your e-mail and follow the instructions in the e-mail message sent to you by the BitDefender registration service.

I already have a BitDefender account

BitDefender will automatically detect if you have previously registered a BitDefender account on your computer. In this case, provide the password of your account and click **Sign in**. Click **Finish** to complete the wizard.

If you already have an active account, but BitDefender does not detect it, follow these steps to register the product to that account:

1. Select **Sign in (previously created account)**.
2. Type the e-mail address and the password of your account in the corresponding fields.

Note
If you have forgotten your password, click **Forgot your password?** and follow the instructions.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Sign in**.
5. Click **Finish** to complete the wizard.

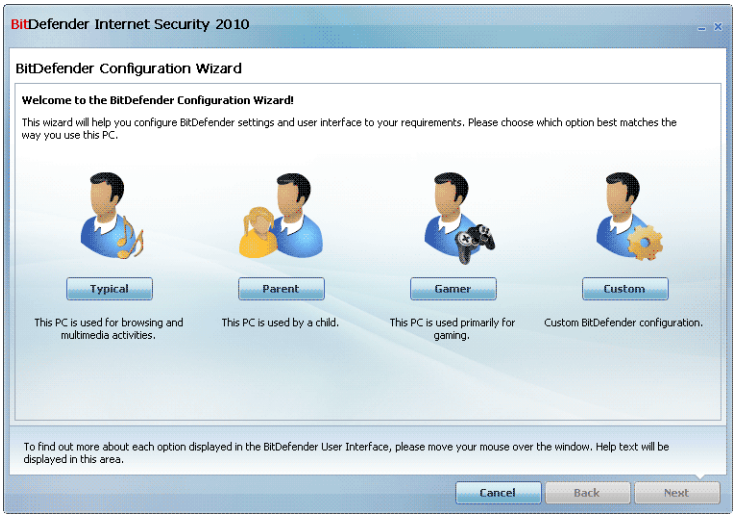
3.2. Configuration Wizard

Once you have completed the registration wizard, a configuration wizard will appear. This wizard helps you configure the main BitDefender settings and user interface so that they suit your requirements better. At the end of the wizard, you can update the product files and malware signatures and scan the system files and applications to make sure they are not infected.

The wizard consists of a few simple steps. The number of steps depends on the choices you make. All of the steps are presented here, but you will be notified when your choices affect their number.

Completing this wizard is not mandatory; however, we recommend you do so in order to save time and ensure your system is safe even before BitDefender Internet Security 2010 is installed. If you do not want to follow this wizard, click **Cancel**. BitDefender will notify you about the components that you need to configure when you open the user interface.

3.2.1. Step 1 - Select Usage Profile


BitDefender Internet Security 2010
BitDefender Configuration Wizard
Welcome to the BitDefender Configuration Wizard!
This wizard will help you configure BitDefender settings and user interface to your requirements. Please choose which option best matches the way you use this PC.
Typical
This PC is used for browsing and multimedia activities.
Parent
This PC is used by a child.
Gamer
This PC is used primarily for gaming.
Custom
Custom BitDefender configuration.
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Next

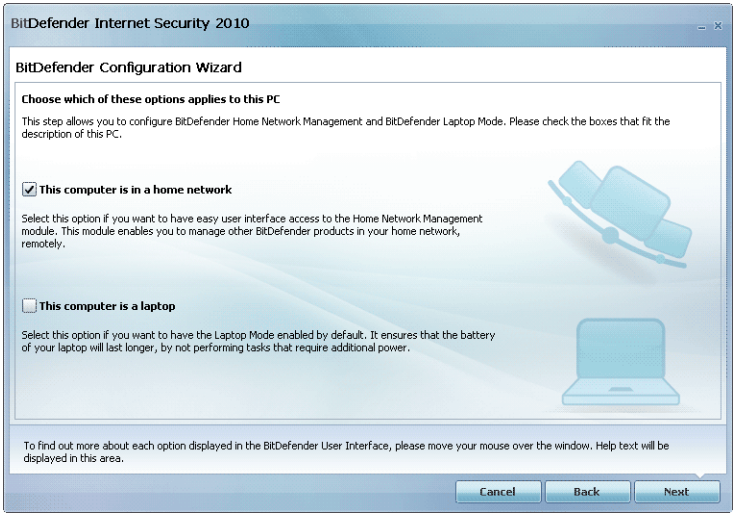
Usage Profiles

Click the button that best describes the activities performed on this computer (the usage profile).

Option	Description
Typical	Click here if this PC is used mainly for browsing and multimedia activities.
Parent	Click here if this PC is used by children and you want to control their access to Internet using the Parental Control module.
Gamer	Click here if this PC is used primarily for gaming.
Custom	Click here if you want to configure all the main settings of BitDefender.

You can later reset the usage profile from the product interface.

3.2.2. Step 2 - Describe Computer


BitDefender Internet Security 2010
BitDefender Configuration Wizard
Choose which of these options applies to this PC
This step allows you to configure BitDefender Home Network Management and BitDefender Laptop Mode. Please check the boxes that fit the description of this PC.
This computer is in a home network
Select this option if you want to have easy user interface access to the Home Network Management module. This module enables you to manage other BitDefender products in your home network, remotely.
This computer is a laptop
Select this option if you want to have the Laptop Mode enabled by default. It ensures that the battery of your laptop will last longer, by not performing tasks that require additional power.
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Next

Computer Description

Select the options that apply to your computer:

- **This computer is in a home network.** Select this option if you want to manage remotely (from another computer) the BitDefender product you installed on this computer. An additional wizard step will allow you to configure the Home Network Management module.
- **This computer is a laptop.** Select this option if you want to have the Laptop Mode enabled by default. While in Laptop Mode, scheduled scan tasks are not

performed, as they require more system resources and, implicitly, increase power consumption.

Click **Next** to continue.

3.2.3. Step 3 - Select User Interface

BitDefender Internet Security 2010
Configuration Wizard
Choose the user type that best fits your requirements
This step allows you to set how you want BitDefender to work and the level of control you want to have over the product actions. Choose which option matches your requirements.
Novice
Set & Forget.
Minimal User Interface.
BitDefender makes all the decisions for you.
Intermediate
Control Basic Settings.
Basic User Interface.
You make the most important decisions.
Expert
Control All Settings.
Expert User Interface.
You make all product decisions.
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Next

User Interface View Modes

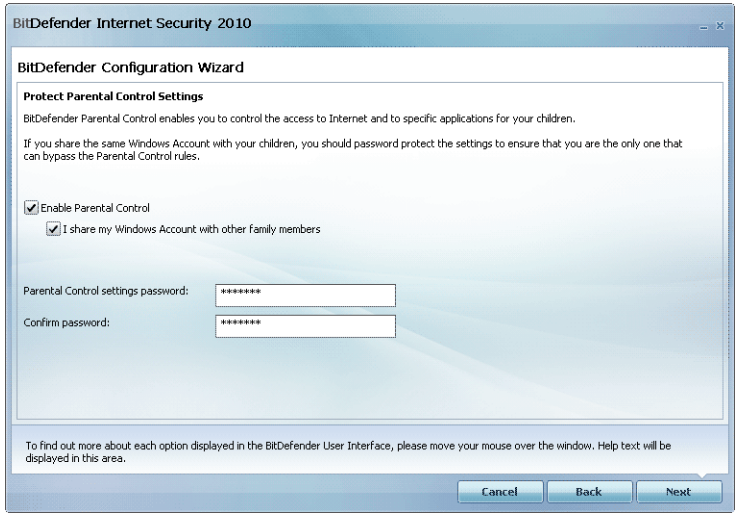
Click the button that best describes your computer skills to select an appropriate user interface view mode. You can choose to view the user interface under any of three modes, depending on your computer skills and on your previous experience with BitDefender.

Mode	Description
Novice Mode	Suited for computer beginners and people who want BitDefender to protect their computer and data without being bothered. This mode is simple to use and requires minimal interaction on your side. All you have to do is fix the existing issues when indicated by BitDefender. An intuitive step-by-step wizard assists you in fixing issues. Additionally, you can perform common tasks, such as updating the BitDefender virus signature and product files or scanning the computer.

Mode	Description
Intermediate Mode	Aimed at users with average computer skills, this mode extends what you can do in Novice Mode. You can fix issues separately and choose which issues to be monitored. Moreover, you can manage remotely the BitDefender products installed on the computers in your household.
Advanced Mode	Suited for more technical users, this mode allows you to fully configure each functionality of BitDefender. You can also use all tasks provided to protect your computer and data.

3.2.4. Step 4 - Configure Parental Control

Note
This step appears only if you have selected the **Custom** option in Step 1.


BitDefender Internet Security 2010
BitDefender Configuration Wizard
Protect Parental Control Settings
BitDefender Parental Control enables you to control the access to Internet and to specific applications for your children.
If you share the same Windows Account with your children, you should password protect the settings to ensure that you are the only one that can bypass the Parental Control rules.
Enable Parental Control
I share my Windows Account with other family members
Parental Control settings password:
****
Confirm password:
****
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Next

Parental Control Configuration

BitDefender Parental Control enables you to control the access to the Internet and to specific applications for each user holding a user account on the system.

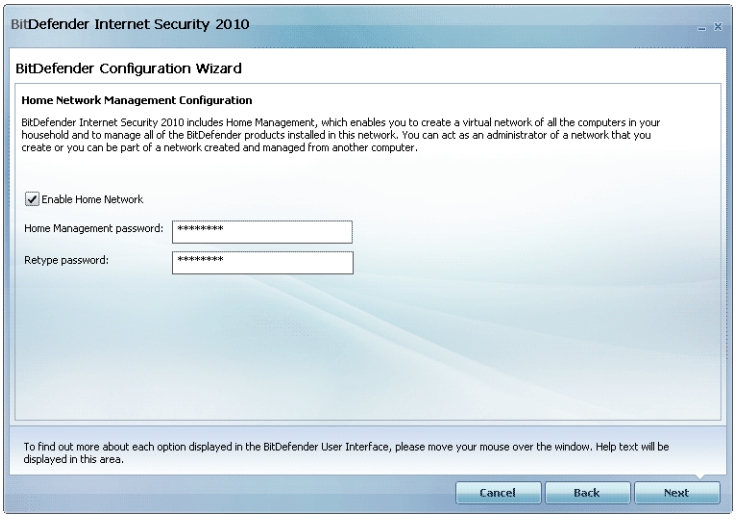
If you want to use Parental Control, follow these steps:

1. Select **Enable Parental Control**.
2. If you are sharing your Windows user account with your children, select the corresponding check box and type a password in the corresponding fields to protect the Parental Control settings. Anyone trying to change the Parental Control settings must first provide the password that you have configured.

Click **Next** to continue.

3.2.5. Step 5 - Configure BitDefender Network

Note
This step appears only if you have specified that the computer is connected to a home network in Step 2.


BitDefender Internet Security 2010
BitDefender Configuration Wizard
Home Network Management Configuration
BitDefender Internet Security 2010 includes Home Management, which enables you to create a virtual network of all the computers in your household and to manage all of the BitDefender products installed in this network. You can act as an administrator of a network that you create or you can be part of a network created and managed from another computer.
Enable Home Network
Home Management password:
****
Retype password:
****
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Next

BitDefender Network Configuration

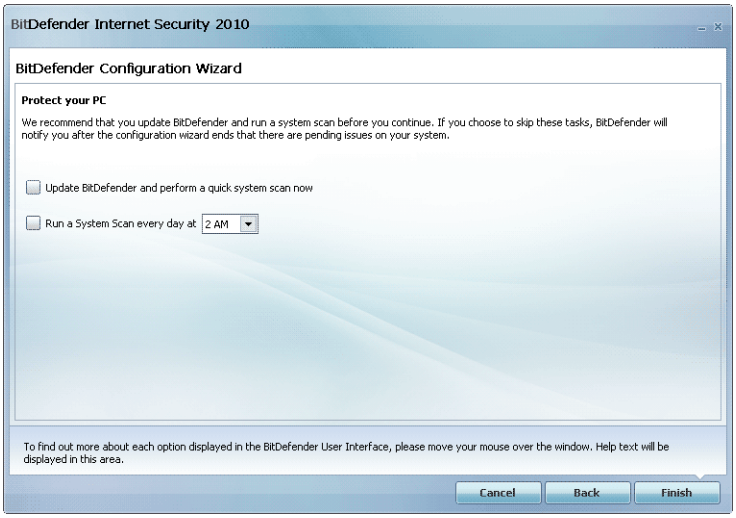
BitDefender enables you to create a virtual network of the computers in your household and to manage the BitDefender products installed in this network.

If you want this computer to be part of the BitDefender Home Network, follow these steps:

1. Select **Enable Home Network**.
2. Type the same administrative password in each of the edit fields. The password enables an administrator to manage this BitDefender product from another computer.

Click **Next** to continue.

3.2.6. Step 6 - Select the Tasks to Be Run


BitDefender Internet Security 2010
BitDefender Configuration Wizard
Protect your PC
We recommend that you update BitDefender and run a system scan before you continue. If you choose to skip these tasks, BitDefender will notify you after the configuration wizard ends that there are pending issues on your system.
Update BitDefender and perform a quick system scan now
Run a System Scan every day at 2 AM
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Finish

Task Selection

Set BitDefender to perform important tasks for the security of your system. The following options are available:

- **Update BitDefender and perform a quick system scan now** - during the next step, the virus signatures and product files of BitDefender will be updated in order to protect your computer against the latest threats. Also, immediately after the update is completed, BitDefender will scan the files from the `Windows` and `Program Files` folders to make sure they are not infected. These folders contain files of the operating system and of installed applications and they are usually the first to be infected.
- **Run a System Scan every day at 2 AM** - sets BitDefender to perform a standard scan of your computer every day at 2 AM. To change the time when the scan is run, click the menu and select the desired start time. If the computer is shut down when the schedule is due, the scan will run the next time you start your computer.

Note

If you later want to change the time when the scan is scheduled to run, follow these steps:

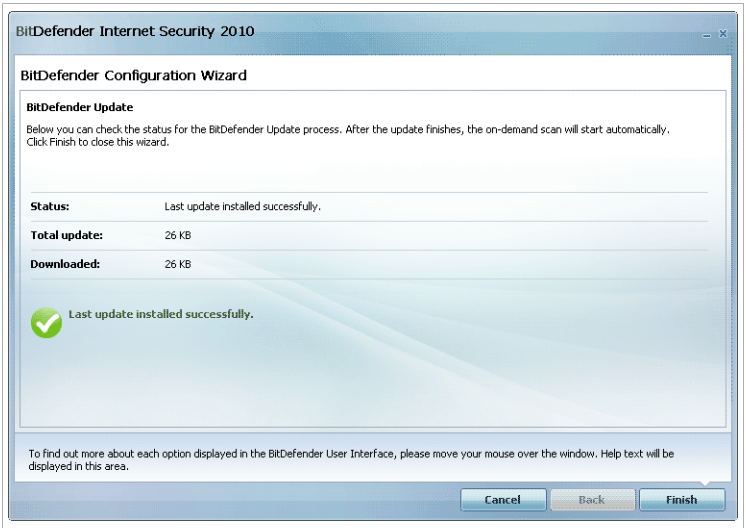
1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antivirus** on the left-side menu.

3. Click the **Virus Scan** tab.
4. Right-click the **System Scan** task and select **Schedule**. A new window will appear.
5. Change the frequency and the start time as needed.
6. Click **OK** to save the changes.

We recommend that you have these options enabled before moving on to the next step in order to ensure the security of your system. Click **Next** to continue.

If you clear the first check box, there are no tasks to be performed in the last step of the wizard. Click **Finish** to complete the wizard.

3.2.7. Step 7 - Finish


BitDefender Internet Security 2010
BitDefender Configuration Wizard
BitDefender Update
Below you can check the status for the BitDefender Update process. After the update finishes, the on-demand scan will start automatically. Click Finish to close this wizard.
Status:
Last update installed successfully.
Total update:
26 KB
Downloaded:
26 KB
Last update installed successfully.
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Finish

Task Status

Wait for BitDefender to update its malware signatures and scanning engines. As soon as the update is completed, a quick system scan will be started. The scan will be performed silently, in the background. You can notice the scan progress icon in the system tray. You can click this icon to open the scan window and to see the scan progress.

Click **Finish** to complete the wizard. You do not have to wait for the scan to complete.

Note

The scan will take a few minutes. When it is over, open the scan window and check the scan results to see if your system is clean. If viruses were detected during the scan, you should immediately open BitDefender and run a full system scan.

4. Upgrade

You can upgrade to BitDefender Internet Security 2010 if you are using BitDefender Internet Security 2010 beta or the 2008 or 2009 version.

There are two ways to perform the upgrade:

- Install BitDefender Internet Security 2010 directly over the older version. If you install directly over the 2009 version, the Friends and Spammers lists and the Quarantine are automatically imported.
- Remove the older version, then restart the computer and install the new version as described in chapter "*Installing BitDefender*" (p. 5). No product settings will be saved. Use this upgrade method if the other fails.

5. Repairing or Removing BitDefender

If you want to repair or remove BitDefender Internet Security 2010, follow the path from the Windows start menu: **Start → Programs → BitDefender 2010 → Repair or Remove**.

You will be requested to confirm your choice by clicking **Next**. A new window will appear where you can select:

- **Repair** - to re-install all program components installed by the previous setup.

  If you choose to repair BitDefender, a new window will appear. Click **Repair** to start the repairing process.

  Restart the computer when prompted and, afterwards, click **Install** to reinstall BitDefender Internet Security 2010.

  Once the installation process is completed, a new window will appear. Click **Finish**.

- **Remove** - to remove all installed components.

Note

We recommend that you choose **Remove** for a clean re-installation.

If you choose to remove BitDefender, a new window will appear.

Important

By removing BitDefender, you will no longer be protected against viruses, spyware and hackers. If you want Windows Firewall and Windows Defender (only on Windows Vista) to be enabled after uninstalling BitDefender, select the corresponding check boxes.

Click **Remove** to start the removal of BitDefender Internet Security 2010 from your computer.

During the removal process you will be prompted to give us your feedback. Please click **OK** to take an online survey consisting of no more than five short questions. If you do not want to take the survey, just click **Cancel**.

Once the removal process is completed, a new window will appear. Click **Finish**.

Note

After the removal process is over, we recommend that you delete the `BitDefender` folder from `Program Files`.

Getting Started

6. Overview

Once you have installed BitDefender your computer is protected. If you have not completed the configuration wizard, you must open BitDefender as soon as possible and fix the existing issues. You may have to configure specific BitDefender components or take preventive actions to protect your computer and your data. If you want to, you can configure BitDefender not to alert you about specific issues.

If you have not registered the product (including creating a BitDefender account), remember to do so until the trial period ends. You must create an account within 15 days after installing BitDefender (if you register it, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update. For more information on the registration process, please refer to "*Registration and My Account*" (p. 47).

6.1. Opening BitDefender

To access the main interface of BitDefender Internet Security 2010, use the Windows Start menu, by following the path **Start → Programs → BitDefender 2010 → BitDefender Internet Security 2010** or, quicker, double click the BitDefender icon in the system tray.

6.2. User Interface View Modes

BitDefender Internet Security 2010 meets the needs of computer beginners and very technical people alike. Its graphical user interface is designed to suit each and every category of users.

You can choose to view the user interface under any of three modes, depending on your computer skills and on your previous experience with BitDefender.

Mode	Description
Novice Mode	Suited for computer beginners and people who want BitDefender to protect their computer and data without being bothered. This mode is simple to use and requires minimal interaction on your side. All you have to do is fix the existing issues when indicated by BitDefender. An intuitive step-by-step wizard assists you in fixing issues. Additionally, you can perform common tasks, such as updating the BitDefender virus signature and product files or scanning the computer.
Intermediate Mode	Aimed at users with average computer skills, this mode extends what you can do in Novice Mode.

Mode	Description
	You can fix issues separately and choose which issues to be monitored. Moreover, you can manage remotely the BitDefender products installed on the computers in your household.
Expert Mode	Suited for more technical users, this mode allows you to fully configure each functionality of BitDefender. You can also use all tasks provided to protect your computer and data.

The user interface mode is selected in the configuration wizard. This wizard appears after the registration wizard, the first time you open your computer after installing the product. If you cancel the registration wizard or the configuration wizard, the user interface mode will default to Intermediate Mode.

To change the user interface mode, follow these steps:

1. Open BitDefender.
2. Click the **Settings** button in the upper-right corner of the window.
3. In the User Interface Settings category, click the arrow on the button and select the desired mode from the menu.
4. Click **OK** to save and apply the changes.

6.2.1. Novice Mode

If you are a computer beginner, displaying the user interface in Novice Mode may be the most adequate choice for you. This mode is simple to use and requires minimal interaction on your side.

BitDefender Internet Security 2010 - Trial
Settings
Security Status
WARNING: 3 issues are affecting the security status of this PC.
Fix All Issues
Need help?
Protect Your PC
Scan Now
Update Now
Vulnerabilities Check
Maintain Your PC
Click to expand
To find out more about each option displayed in the User Interface, please move your mouse over the window. Help text will be displayed in this area.
bitdefender
Buy Now
Registration
Help & Support

Novice Mode

The window is organized into three main sections:

- **Security Status** informs you of the issues that affect your computer's security and helps you fix them. By clicking **Fix All Issues**, a wizard will help you easily remove any threats to your computer and data security. For detailed information, please refer to "*Fixing Issues*" (p. 37).
- **Protect Your PC** is where you can find the necessary tasks to protect your computer and data. The available tasks you can perform are different depending on the selected usage profile.
  - The **Scan Now** button starts a standard scan of your system for viruses, spyware and other malware. The Antivirus Scan wizard will appear and guide you through the scanning process. For detailed information about this wizard, please refer to "*Antivirus Scan Wizard*" (p. 52).
  - The **Update Now** button helps you update the virus signature and product files of BitDefender. A new window will appear where you can see the update status. If updates are detected, they are automatically downloaded and installed on your computer.
  - When the **Typical** profile is selected, the **Vulnerabilities Check** button starts a wizard that helps you find and fix system vulnerabilities, such as outdated software or missing Windows updates. For detailed information, please refer to section "*Vulnerability Check Wizard*" (p. 64).

- When the **Parent** profile is selected, the **Parental Control** button allows you to configure the Parental Control settings. For more information on how to configure Parental Control, please refer to "*Parental Control*" (p. 180).
- When the **Gamer** profile is selected, the **Turn On/Off Game Mode** button allows you to enable/disable Game Mode. Game Mode temporarily modifies protection settings so as to minimize their impact on system performance.

- **Maintain Your PC** is where you can find additional tasks to protect your computer and data.
  - **Add File to Vault** starts the wizard that allows you to store your important files / documents privately by encrypting them in special, vaulted drives.
  - **Deep System Scan** starts a comprehensive scan of your system for all types of malware.
  - **My Documents Scan** scans for viruses and other malware your most commonly used folders: `My Documents` and `Desktop`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.

In the upper-right corner of the window, you can see the **Settings** button. It opens a window where you can change the user interface mode and enable or disable the main settings of BitDefender. For detailed information, please refer to "*Configuring Basic Settings*" (p. 40).

In the bottom-right corner of the window, you can find several useful links.

Link	Description
Buy/Renew	Opens a web page where you can purchase a license key for your BitDefender Internet Security 2010 product.
Registration	Allows you to enter a new license key or to view the current license key and the registration status.
Help & Support	Gives you access to a help file that shows you how to use BitDefender.

6.2.2. Intermediate Mode

Aimed at users with average computer skills, Intermediate Mode is a simple interface that gives you access to all modules at a basic level. You'll have to keep track of warnings and critical alerts and fix undesired issues.

Intermediate Mode

The Intermediate Mode window consists of five tabs. The following table briefly describes each tab. For detailed information, please refer to the "Intermediate Mode" (p. 89) part of this user guide.

Tab	Description
Dashboard	Displays the security status of your system and lets you reset the usage profile.
Security	Displays the status of the security modules (antivirus, antiphishing, firewall, antispam, IM encryption, privacy, vulnerability check and update modules) together with the links to antivirus, update and vulnerability check tasks.
Parental	Displays the status of the Parental Control module. Parental Control enables you to restrict your children's access to Internet and to specific applications.
File Vault	Displays the status of the file vault together with links to the file vault.
Network	Displays the BitDefender home network structure. This is where you can perform various actions to configure and manage the BitDefender products installed in your home network. In this way, you can manage the security of your home network from a single computer.

In the upper-right corner of the window, you can see the **Settings** button. It opens a window where you can change the user interface mode and enable or disable the main settings of BitDefender. For detailed information, please refer to *"Configuring Basic Settings" (p. 40)*.

In the bottom-right corner of the window, you can find several useful links.

Link	Description
Buy/Renew	Opens a web page where you can purchase a license key for your BitDefender Internet Security 2010 product.
Register	Allows you to enter a new license key or to view the current license key and the registration status.
Support	Allows you to contact the BitDefender support team.
Help	Gives you access to a help file that shows you how to use BitDefender.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.

6.2.3. Expert Mode

Expert Mode gives you access to each specific component of BitDefender. This is where you can configure BitDefender in detail.

Note

Expert Mode is suited for users having above average computer skills, who know the type of threats a computer is exposed to and how security programs work.

Expert Mode

On the left side of the window there is a menu containing all security modules. Each module has one or more tabs where you can configure the corresponding security settings or perform security or administrative tasks. The following table briefly describes each module. For detailed information, please refer to the "Expert Mode" (p. 111) part of this user guide.

Module	Description
General	Allows you to access the general settings or to view the dashboard and detailed system info.
Antivirus	Allows you to configure your virus shield and scanning operations in detail, to set exceptions and to configure the quarantine module.
Antispam	Allows you to keep your Inbox SPAM-free and to configure the antispam settings in detail.
Parental Control	Allows you to protect your children against inappropriate content by using your customized computer access rules.

Module	Description
Privacy Control	Allows you to prevent data theft from your computer and protect your privacy while you are online.
Firewall	Allows you to protect your computer from inbound and outbound unauthorized connection attempts. It is quite similar to a guard at your gate - it will keep a watchful eye on your Internet connection and keep track of who to allow access to the Internet and who to block.
Vulnerability	Allows you to keep crucial software on your PC up-to-date.
Encryption	Allows you to encrypt Yahoo and Windows Live (MSN) Messenger communications and also to local encrypt your critical files, folders or partitions.
Game/Laptop Mode	Allows you to postpone the BitDefender scheduled tasks while your laptop runs on batteries and also to eliminate all alerts and pop-ups when you are playing.
Network	Allows you to configure and manage several computers in your household.
Update	Allows you to obtain info on the latest updates, to update the product and to configure the update process in detail.
Registration	Allows you to register BitDefender Internet Security 2010, to change the license key or to create a BitDefender account.

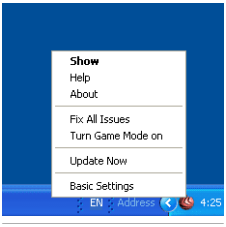
In the upper-right corner of the window, you can see the **Settings** button. It opens a window where you can change the user interface mode and enable or disable the main settings of BitDefender. For detailed information, please refer to *"Configuring Basic Settings" (p. 40)*.

In the bottom-right corner of the window, you can find several useful links.

Link	Description
Buy/Renew	Opens a web page where you can purchase a license key for your BitDefender Internet Security 2010 product.
Register	Allows you to enter a new license key or to view the current license key and the registration status.
Support	Allows you to contact the BitDefender support team.
Help	Gives you access to a help file that shows you how to use BitDefender.
View Logs	Allows you to see a detailed history of all tasks performed by BitDefender on your system.

6.3. System Tray Icon

To manage the entire product more quickly, you can use the BitDefender icon in the system tray. If you double-click this icon, BitDefender will open. Also, by right-clicking the icon, a contextual menu will allow you to quickly manage the BitDefender product.



Tray Icon

- **Show** - opens the main interface of BitDefender.
- **Help** - opens the help file, which explains in detail how to configure and use BitDefender Internet Security 2010.
- **About** - opens a window where you can see information about BitDefender and where to look for help in case something unexpected appears.
- **Fix All Issues** - helps you remove current security vulnerabilities. If the option is unavailable, there are no issues to be fixed. For detailed information, please refer to "*Fixing Issues*" (p. 37).
- **Turn Game Mode On / Off** - activates / deactivates Game Mode.
- **Update Now** - starts an immediate update. A new window will appear where you can see the update status.
- **Basic Settings** - opens a window where you can change the user interface mode and enable or disable the main product settings. For more information, please refer to "*Configuring Basic Settings*" (p. 40).

The BitDefender system tray icon informs you when issues affect your computer or how the product operates, by displaying a special symbol, as follows:

- **Red triangle with an exclamation mark:** Critical issues affect the security of your system. They require your immediate attention and must be fixed as soon as possible.
- **Yellow triangle with an exclamation mark:** Non-critical issues affect the security of your system. You should check and fix them when you have the time.
- **Letter G:** The product operates in Game Mode.

If BitDefender is not working, the system tray icon is grayed out. This usually happens when the license key expires. It can also occur when the BitDefender services are not responding or when other errors affect the normal operation of BitDefender.

6.4. Scan Activity Bar

The **Scan activity bar** is a graphic visualization of the scanning activity on your system. This small window is by default available only in Expert Mode.

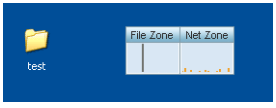
The gray bars (the **File Zone**) show the number of scanned files per second, on a scale from 0 to 50. The orange bars displayed in the **Net Zone** show the number of Kbytes transferred (sent and received from the Internet) every second, on a scale from 0 to 100.

Scan Activity Bar

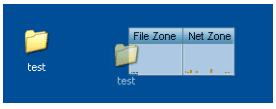
Note
The Scan activity bar will notify you when real-time protection or the Firewall is disabled by displaying a red cross over the corresponding area (**File Zone** or **Net Zone**).

6.4.1. Scan Files and Folders

You can use the Scan activity bar to quickly scan files and folders. Drag the file or folder you want to be scanned and drop it over the **Scan Activity Bar** as shown below.



Drag File



Drop File

The Antivirus Scan wizard will appear and guide you through the scanning process.

Scanning options. The scanning options are pre-configured for the best detection results. If infected files are detected, BitDefender will try to disinfect them (remove the malware code). If disinfection fails, the Antivirus Scan wizard will allow you to specify other actions to be taken on infected files. The scanning options are standard and you cannot change them.

6.4.2. Disable/Restore Scan Activity Bar

When you no longer want to see the graphic visualization, just right-click it and select **Hide**. To restore the Scan activity bar, follow these steps:

1. Open BitDefender.
2. Click the **Settings** button in the upper-right corner of the window.

3. In the General Settings category, select the check box corresponding to **Scan Activity Bar**.
4. Click **OK** to save and apply the changes.

6.5. BitDefender Manual Scan

BitDefender Manual Scan lets you scan a specific folder or hard disk partition without having to create a scan task. This feature was designed to be used when Windows is running in Safe Mode. If your system is infected with a resilient virus, you can try to remove the virus by starting Windows in Safe Mode and scanning each hard disk partition using BitDefender Manual Scan.

To access the BitDefender Manual Scan, use the Windows Start menu, by following the path **Start → Programs → BitDefender 2010 → BitDefender Manual Scan** The following window will appear:

BitDefender Internet Security 2010
Antivirus Scan
Scanned items:
Click Add Target to define the scanning target for this scan task.
Add Folder
Scan Target:
In this step, you can choose the files and folders to be scanned.
bitdefender
Cancel
Continue

BitDefender Manual Scan

Click **Add Folder**, select the location you want to scan and click **OK**. If you want to scan multiple folders, repeat this action for each additional location.

The paths to the selected locations will appear in the **Scan Target** column. If you change your mind about the location, just click the **Remove** button next to it. Click the **Remove All Paths** button to remove all the locations that were added to the list.

When you are done selecting the locations, click **Continue**. The Antivirus Scan wizard will appear and guide you through the scanning process.

Scanning options. The scanning options are pre-configured for the best detection results. If infected files are detected, BitDefender will try to disinfect them (remove the malware code). If disinfection fails, the Antivirus Scan wizard will allow you to specify other actions to be taken on infected files. The scanning options are standard and you cannot change them.

What is Safe Mode?
Safe Mode is a special way to start Windows, used mainly to troubleshoot problems affecting normal operation of Windows. Such problems range from conflicting drivers to viruses preventing Windows to start normally. In Safe Mode, Windows loads only a minimum of operating system components and basic drivers. Only a few applications work in Safe Mode. This is why most viruses are inactive when using Windows in Safe Mode and they can be easily removed.
To start Windows in Safe Mode, restart your computer and press the F8 key until the Windows Advanced Options Menu appears. You can choose between several options of starting Windows in Safe Mode. You might want to select **Safe Mode with Networking** in order to be able to access the Internet.

Note

For more information on Safe Mode, go to the Windows Help and Support Center (in the Start menu, click **Help and Support**). You can also find useful information by searching the Internet.

6.6. Game Mode and Laptop Mode

Some computer activities, such as games or presentations, require increased system responsiveness and performance, and no interruptions. When your laptop is running on battery power, it is best that unnecessary operations, which consume additional power, be postponed until the laptop is connected back to A/C power.

To adapt to these particular situations, BitDefender Internet Security 2010 includes two special operation modes:

- Game Mode
- Laptop Mode

6.6.1. Game Mode

Game Mode temporarily modifies protection settings so as to minimize their impact on system performance. While in Game Mode, the following settings are applied:

- Minimize processor time & memory consumption
- Postpone automatic updates & scans
- Eliminate all alerts and pop-ups

- Scan only the most important files

While in Game Mode, you can see the letter G over the BitDefender icon.

Using Game Mode

By default, BitDefender automatically enters Game Mode when you start a game from the BitDefender's list of known games or when an application goes to full screen. BitDefender will automatically return to the normal operation mode when you close the game or when the detected application exits full screen.

If you want to manually turn on Game Mode, use one of the following methods:

- Right-click the BitDefender icon in the system tray and select **Turn on Game Mode**.
- Press `Ctrl+Shift+Alt+G` (the default hotkey).

Important

Do not forget to turn Game Mode off when you finish. To do this, use the same methods you did when you turned it on.

Changing Game Mode Hotkey

If you want to change the hotkey, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Game / Laptop Mode** on the left-side menu.
3. Click the **Game Mode** tab.
4. Click the **Advanced Settings** button.
5. Under the **Use HotKey** option, set the desired hotkey:
   - Choose the modifier keys you want to use by checking one the following: Control key (`Ctrl`), Shift key (`Shift`) or Alternate key (`Alt`).
   - In the edit field, type the letter corresponding to the regular key you want to use.

   For example, if you want to use the `Ctrl+Alt+D` hotkey, you must check only `Ctrl` and `Alt` and type `D`.

   Note

   Removing the checkmark next to **Use HotKey** will disable the hotkey.

6. Click **OK** to save the changes.

6.6.2. Laptop Mode

Laptop Mode is especially designed for laptop and notebook users. Its purpose is to minimize BitDefender's impact on power consumption while these devices are running on battery. While in Laptop Mode, scheduled scan tasks are not performed, as they require more system resources and, implicitly, increase power consumption.

BitDefender detects when your laptop has switched to battery power and it automatically enters Laptop Mode. Likewise, BitDefender automatically exits Laptop Mode, when it detects the laptop is no longer running on battery.

To use Laptop Mode, you must specify in the configuration wizard that you are using a laptop. If you did not select the appropriate option when running the wizard, you can later enable Laptop Mode as follows:

1. Open BitDefender.
2. Click the **Settings** button in the upper-right corner of the window.
3. In the General Settings category, select the check box corresponding to **Laptop Mode Detection**.
4. Click **OK** to save and apply the changes.

6.7. Automatic Device Detection

BitDefender automatically detects when you connect a removable storage device to your computer and offers to scan it before you access its files. This is recommended in order to prevent viruses and other malware from infecting your computer.

Detected devices fall into one of these categories:

- CDs/DVDs
- USB storage devices, such as flash pens and external hard-drives
- mapped (remote) network drives

When such a device is detected, an alert window is displayed.

To scan the storage device, just click **Yes**. The Antivirus Scan wizard will appear and guide you through the scanning process.

If you do not want to scan the device, you must click **No**. In this case, you may find one of these options useful:

- **Don't ask me again about this type of device** - BitDefender will no longer offer to scan storage devices of this type when they are connected to your computer.
- **Disable automatic device detection** - You will no longer be prompted to scan new storage devices when they are connected to the computer.

BitDefender Device Detection Alert
BitDefender has detected a new storage device.
Would you like to scan it for viruses?
Device type: Remote drive
Device path: Y:\
Don't ask me again about this type of device
Disable automatic device detection
BitDefender has detected a new storage device that has been connected to your computer.
Yes
No

Device Detection Alert

If you accidentally disabled automatic device detection and you want to enable it, or if you want to configure its settings, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Go to **Antivirus>Virus Scan**.
3. In the list of scan tasks, locate the **Device Detection Scan** task.
4. Right-click the task and select **Open**. A new window will appear.
5. On the **Overview** tab, configure the scanning options as needed.
6. On the **Detection** tab, choose which types of storage devices to be detected.
7. Click **OK** to save and apply the changes.

7. Fixing Issues

BitDefender uses an issue tracking system to detect and inform you about the issues that may affect the security of your computer and data. By default, it will monitor only a series of issues that are considered to be very important. However, you can configure it as needed, choosing which specific issues you want to be notified about.

This is how pending issues are notified:

- A special symbol is displayed over the BitDefender icon in the system tray to indicate pending issues.
  - **Red triangle with an exclamation mark:** Critical issues affect the security of your system. They require your immediate attention and must be fixed as soon as possible.
  - **Yellow triangle with an exclamation mark:** Non-critical issues affect the security of your system. You should check and fix them when you have the time.

  Also, if you move the mouse cursor over the icon, a pop-up will confirm the existence of pending issues.
- When you open BitDefender, the Security Status area will indicate the number of issues affecting your system.
  - In Intermediate Mode, the security status is shown on the **Dashboard** tab.
  - In Expert Mode, go to **General>Dashboard** to check the security status.

7.1. Fix All Issues Wizard

The easiest way to fix the existing issues is to follow the step-by-step **Fix All Issues** wizard. The wizard helps you easily remove any threats to your computer and data security. To open the wizard, do any of the following:

- Right-click the BitDefender icon in the system tray and select **Fix All Issues**.
- Open BitDefender. Depending on the user interface mode, proceed as follows:
  - In Novice Mode, click **Fix All Issues**.
  - In Intermediate Mode, go to the **Dashboard** tab and click **Fix All Issues**.
  - In Expert Mode, go to **General>Dashboard** and click **Fix All Issues**.

Fix All Issues Wizard

The wizard displays the list of existing security vulnerabilities on your computer.

All current issues are selected to be fixed. If there is an issue that you do not want to be fixed, just select the corresponding check box. If you do so, its status will change to **Skip**.

Note
If you do not want to be notified about specific issues, you must configure the tracking system accordingly, as described in the next section.

To fix the selected issues, click **Start**. Some issues are fixed immediately. For others, a wizard helps you fix them.

The issues that this wizard helps you fix can be grouped into these main categories:

- **Disabled security settings.** Such issues are fixed immediately, by enabling the respective security settings.
- **Preventive security tasks you need to perform.** An example of such a task is scanning your computer. It is recommended that you scan your computer at least once a week. BitDefender will automatically do that for you in most cases. However, if you have changed the scanning schedule or if the schedule is not completed, you will be notified about this issue.

  When fixing such issues, a wizard helps you successfully complete the task.

- **System vulnerabilities.** BitDefender automatically checks your system for vulnerabilities and alerts you about them. System vulnerabilities include the following:
  - weak passwords to Windows user accounts.
  - outdated software on your computer.
  - missing Windows updates.
  - Windows Automatic Updates is disabled.

  When such issues are to be fixed, the vulnerability scan wizard is started. This wizard assists you in fixing the detected system vulnerabilities. For detailed information, please refer to section "*Vulnerability Check Wizard*" (p. 64).

7.2. Configuring Issue Tracking

The issue tracking system is pre-configured to monitor and alert you about the most important issues that may affect the security of your computer and data. Additional issues may be monitored based on the choices you make in the configuration wizard (when you configure your usage profile). Besides the issues monitored by default, there are several other issues you can be informed about.

You can configure the tracking system to best serve your security needs by choosing which specific issues to be informed about. You can do that either in Intermediate Mode or in Expert Mode.

- In Intermediate Mode, the tracking system can be configured from separate locations. Follow these steps:
  1. Go to the **Security**, **Parental** or **File Vault** tab.
  2. Click **Configure Status Tracking**.
  3. Select the check boxes corresponding to the items you want to be monitored.

  For detailed information, please refer to the "Intermediate Mode" (p. 89) part of this user guide.
- In Expert Mode, the tracking system can be configured from a central location. Follow these steps:
  1. Go to **General>Dashboard**.
  2. Click **Configure Status Tracking**.
  3. Select the check boxes corresponding to the items you want to be monitored.

  For detailed information, please refer to chapter "*Dashboard*" (p. 112).

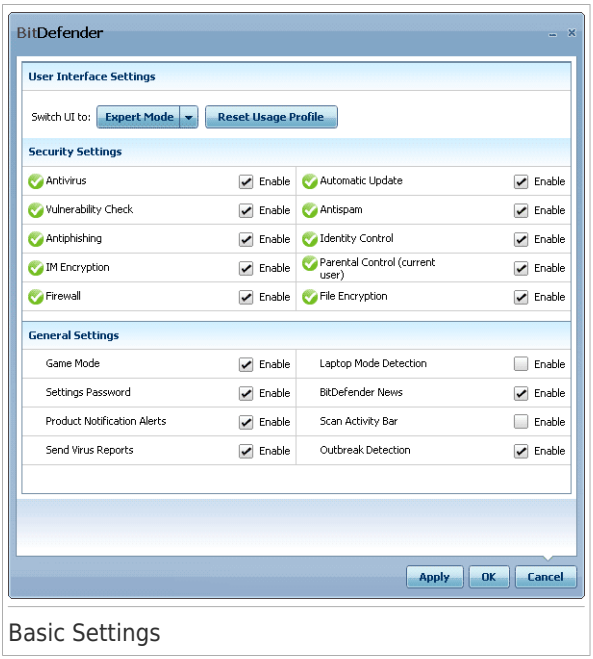
8. Configuring Basic Settings

You can configure the main product settings (including changing the user interface view mode) from the basic settings window. To open it, do any of the following:

- Open BitDefender and click the **Settings** button in the upper-right corner of the window.
- Right-click the BitDefender icon in the system tray and select **Basic Settings**.

Note

To configure the product settings in detail, use the Expert Mode interface. For detailed information, please refer to the "Expert Mode" (p. 111) part of this user guide.



Basic Settings

The settings are organized into three categories:

- User Interface Settings
- Security Settings
- General Settings

To apply and save the configuration changes you make, click **OK**. To close the window without saving the changes, click **Cancel**.

8.1. User Interface Settings

In this area, you can switch the user interface view mode and reset the usage profile.

Switching the user interface view mode. As described in section "*User Interface View Modes*" (p. 22), there are three modes for displaying the user interface. Each user interface mode is designed for a specific category of users, based on their computer skills. In this way, the user interface accommodates all kinds of users, from computer beginners to very technical people.

The first button shows the current user interface view mode. To change the user interface mode, click the arrow on the button and select the desired mode from the menu.

Mode	Description
Novice Mode	Suited for computer beginners and people who want BitDefender to protect their computer and data without being bothered. This mode is simple to use and requires minimal interaction on your side. All you have to do is fix the existing issues when indicated by BitDefender. An intuitive step-by-step wizard assists you in fixing issues. Additionally, you can perform common tasks, such as updating the BitDefender virus signature and product files or scanning the computer.
Intermediate Mode	Aimed at users with average computer skills, this mode extends what you can do in Novice Mode. You can fix issues separately and choose which issues to be monitored. Moreover, you can manage remotely the BitDefender products installed on the computers in your household.
Expert Mode	Suited for more technical users, this mode allows you to fully configure each functionality of BitDefender. You can also use all tasks provided to protect your computer and data.

Resetting the usage profile. The usage profile reflects the main activities performed on the computer. Depending on the usage profile, the product interface is organized to allow easy access to your preferred tasks.

To reconfigure the usage profile, click **Reset Usage Profile** and follow the configuration wizard.

8.2. Security Settings

In this area, you can enable or disable product settings that cover various aspects of computer and data security. The current status of a setting is indicated using one of these icons:

Green circle with a check mark: The setting is enabled.

Red circle with an exclamation mark: The setting is disabled.

To enable / disable a setting, select / clear the corresponding **Enable** check box.

Warning

Use caution when disabling real-time antivirus protection, firewall or automatic update. Disabling these features may compromise your computer's security. If you really need to disable them, remember to re-enable them as soon as possible.

The entire list of settings and their description is provided in the following table:

Setting	Description
Antivirus	Real-time protection ensures that all files are scanned as they are accessed by you or by an application running on this system.
Automatic Update	Automatic update ensures that the newest BitDefender product and signature files are downloaded and installed automatically, on a regular basis.
Vulnerability Check	Automatic vulnerability check ensures that crucial software on your PC is up-to-date.
Antispam	Antispam filters the e-mail messages that you receive, marking unsolicited and junk mail as SPAM.
Antiphishing	Antiphishing detects and alerts you in real-time if a web page is set up to steal personal information.
Identity Control	Identity Control helps you prevent your personal data from being sent out on the Internet without your consent. It blocks any instant messages, e-mail messages or web forms transmitting data you defined as being private to unauthorized recipients (addresses).
IM Encryption	IM (Instant Messaging) Encryption secures your conversations via Yahoo! Messenger and Windows Live Messenger provided that your IM contacts use a compatible BitDefender product and IM software.
Parental Control	Parental Control restricts the computer and online activities of your children based on the rules you

Setting	Description
	defined. Restrictions may include blocking inappropriate web sites, as well as limiting gaming and Internet access according to a specified schedule.
Firewall	Firewall protects your computer from hacker and malicious outside attacks.
File Encryption	File Encryption keeps your documents private by encrypting them in special vaulted drives. If you disable File Encryption, all file vaults will be locked and you will no longer be able to access the files they contain.

The status of some of these settings may be monitored by the BitDefender issue tracking system. If you disable a monitored setting, BitDefender will indicate this as an issue that you need to fix.

If you do not want a monitored setting that you disabled to be shown as an issue, you must configure the tracking system accordingly. You can do that either in Intermediate Mode or in Expert Mode.

- In Intermediate Mode, the tracking system can be configured from separate locations, based on settings categories. For detailed information, please refer to the “Intermediate Mode” (p. 89) part of this user guide.
- In Expert Mode, the tracking system can be configured from a central location. Follow these steps:
  1. Go to **General>Dashboard**.
  2. Click **Configure Status Tracking**.
  3. Clear the check box corresponding to the item you want not to be monitored.

  For detailed information, please refer to chapter “*Dashboard*” (p. 112).

8.3. General Settings

In this area, you can enable or disable settings that affect product behavior and user experience. The current status of a setting is indicated using one of these icons:

Green circle with a check mark: The setting is enabled.
Red circle with an exclamation mark: The setting is disabled.

To enable / disable a setting, select / clear the corresponding **Enable** check box.

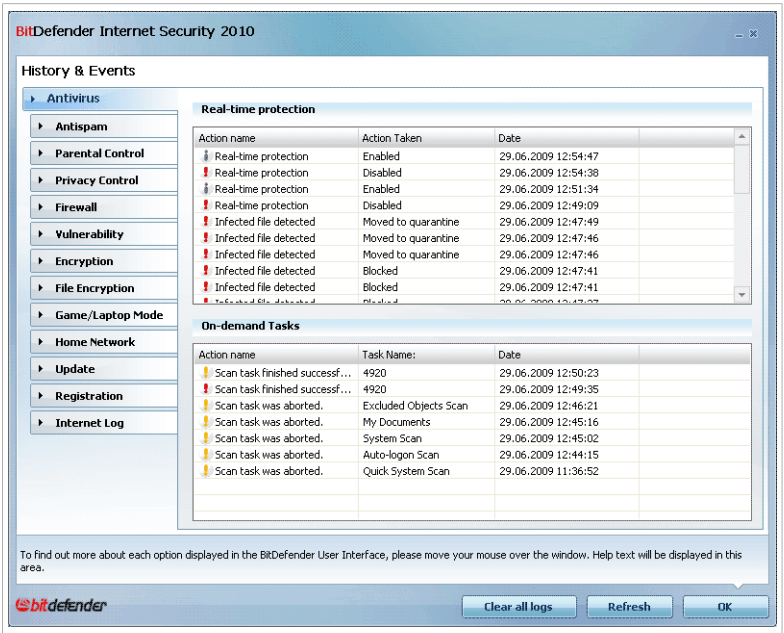
The entire list of settings and their description is provided in the following table:

Setting	Description
Game Mode	Game Mode temporarily modifies protection settings so as to minimize their impact on system performance during games.
Laptop Mode Detection	Laptop Mode temporarily modifies protection settings so as to minimize their impact on the life of your laptop battery.
Settings Password	This ensures that the BitDefender settings can only be changed by the person who knows this password. When you enable this option, you will be prompted to configure the settings password. Type the desired password in both fields and click **OK** to set the password.
BitDefender News	By enabling this option, you will receive important company news, product updates or new security threats from BitDefender.
Product Notification Alerts	By enabling this option, you will receive information alerts.
Scan Activity Bar	The Scan Activity Bar is a small, transparent window indicating the progress of the BitDefender scanning activity. For more information, please refer to *"Scan Activity Bar"* (p. 30).
Send Virus Reports	By enabling this option, virus scanning reports are sent to BitDefender labs for analysis. Please note that these reports will contain no confidential data, such as your name or IP address, and that they will not be used for commercial purposes.
Outbreak Detection	By enabling this option, reports regarding potential virus-outbreaks are sent to BitDefender labs for analysis. Please note that these reports will contain no confidential data, such as your name or IP address, and that they will not be used for commercial purposes.

9. History and Events

The **View Logs** link at the bottom of the BitDefender main window opens another window with the BitDefender history & events. This window offers you an overview of the security-related events. For instance, you can easily check if the update was successfully performed, if malware was found on your computer etc.

Note
The link is only accessible in Intermediate Mode or in Expert Mode.


BitDefender Internet Security 2010
History & Events
Antivirus
Antispam
Parental Control
Privacy Control
Firewall
Vulnerability
Encryption
File Encryption
Game/Laptop Mode
Home Network
Update
Registration
Internet Log
Real-time protection
Action name | Action Taken | Date
Real-time protection | Enabled | 29.06.2009 12:54:47
Real-time protection | Disabled | 29.06.2009 12:54:38
Real-time protection | Enabled | 29.06.2009 12:51:34
Real-time protection | Disabled | 29.06.2009 12:49:09
Infected file detected | Moved to quarantine | 29.06.2009 12:47:49
Infected file detected | Moved to quarantine | 29.06.2009 12:47:46
Infected file detected | Moved to quarantine | 29.06.2009 12:47:46
Infected file detected | Blocked | 29.06.2009 12:47:41
Infected file detected | Blocked | 29.06.2009 12:47:41
On-demand Tasks
Action name | Task Name: | Date
Scan task finished successf... | 4920 | 29.06.2009 12:50:23
Scan task finished successf... | 4920 | 29.06.2009 12:49:35
Scan task was aborted. | Excluded Objects Scan | 29.06.2009 12:46:21
Scan task was aborted. | My Documents | 29.06.2009 12:45:16
Scan task was aborted. | System Scan | 29.06.2009 12:45:02
Scan task was aborted. | Auto-logon Scan | 29.06.2009 12:44:15
Scan task was aborted. | Quick System Scan | 29.06.2009 11:36:52
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
bitdefender
Clear all logs
Refresh
OK

Events

In order to help you filter the BitDefender history & events, the following categories are provided on the left side:

- **Antivirus**
- **Antispam**
- **Parental Control**
- **Privacy Control**
- **Firewall**
- **Vulnerability**

- **IM encryption**
- **File Encryption**
- **Game/Laptop Mode**
- **Home Network**
- **Update**
- **Registration**
- **Internet Log**

A list of events is available for each category. Each event comes with the following information: a short description, the action BitDefender took on it when it happened, and the date and time when it occurred. If you want to find out more information about a particular event in the list, double click that event.

Click **Clear all logs** if you want to remove old logs or **Refresh** to make sure the latest logs are displayed.

10. Registration and My Account

BitDefender Internet Security 2010 comes with 30-day trial period. During the trial period, the product is fully functional and you can test it to see if it meets your expectations. Please note that, after 15 days of evaluation, the product will cease to update, unless you create a BitDefender account. Creating a BitDefender account is a mandatory part of the registration process.

Before the trial period is over, you must register the product in order to keep your computer protected. Registration is a two-step process:

1. **Product activation (registration of a BitDefender account).** You must create a BitDefender account in order to receive updates and to have access to free technical support. If you already have a BitDefender account, register your BitDefender product to that account. BitDefender will notify you that you need to activate your product and it will help you fix this issue.

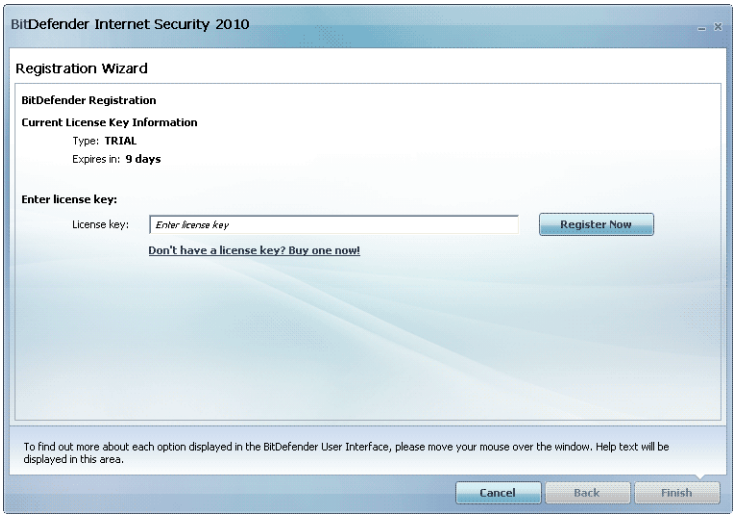
   Important

   You must create an account within 15 days after installing BitDefender (if you register it with a license key, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update.

2. **Registration with a license key.** The license key specifies how long you are entitled to use the product. As soon as the license key expires, BitDefender stops performing its functions and protecting your computer. You must register the product with a license key when the trial period ends. You should purchase a license key or renew your license a few days before the current license key expires.

10.1. Registering BitDefender Internet Security 2010

If you want to register the product with a license key or to change the current license key, click the **Register Now** link, located at the bottom of the BitDefender window. The product registration window will appear.


BitDefender Internet Security 2010
Registration Wizard
BitDefender Registration
Current License Key Information
Type: TRIAL
Expires in: 9 days
Enter license key:
License key:
Enter license key
Register Now
Don't have a license key? Buy one now!
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Finish

Registration

You can see the BitDefender registration status, the current license key and how many days are left until the license expires.

To register BitDefender Internet Security 2010:

1. Type the license key in the edit field.

Note

You can find your license key:

- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

If you do not have a BitDefender license key, click the provided link to go to the BitDefender online store and buy one.

2. Click **Register Now**.
3. Click **Finish**.

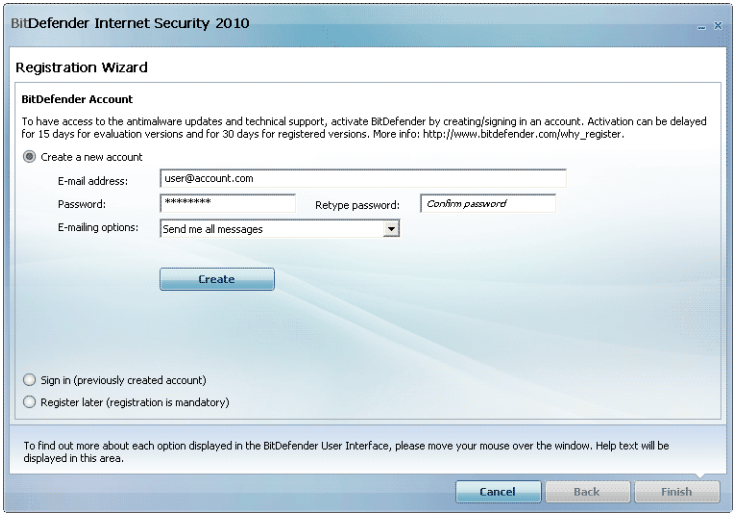
If a valid BitDefender license key is detected on your system, you can continue using this key by clicking **Finish**.

10.2. Activating BitDefender

To activate BitDefender, you must create or sign in to a BitDefender account. If you did not register a BitDefender account during the initial registration wizard, you can do that as follows:

- In Novice Mode, click **Fix All Issues**. The wizard will help you fix all pending issues, including activating the product.
- In Intermediate Mode, go to the **Security** tab and click the **Fix** button corresponding to the issue regarding the product activation.
- In Expert Mode, go to **Registration** and click the **Activate Product** button.

The account registration window will open. This is where you can create or sign in into a BitDefender account to activate your product.


BitDefender Internet Security 2010
Registration Wizard
BitDefender Account
To have access to the antimalware updates and technical support, activate BitDefender by creating/signing in an account. Activation can be delayed for 15 days for evaluation versions and for 30 days for registered versions. More info: http://www.bitdefender.com/why_register.
Create a new account
E-mail address:
user@account.com
Password:
Retype password:
Confirm password
E-mailing options:
Send me all messages
Create
Sign in (previously created account)
Register later (registration is mandatory)
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Finish

Account Creation

If you do not want to create a BitDefender account at the moment, select **Register later** and click **Finish**. Otherwise, proceed according to your current situation:

- “I do not have a BitDefender account” (p. 50)
- “I already have a BitDefender account” (p. 50)

Important

You must create an account within 15 days after installing BitDefender (if you register it with a license key, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update.

I do not have a BitDefender account

To successfully create a BitDefender account, follow these steps:

1. Select **Create a new account**.
2. Type the required information in the corresponding fields. The data you provide here will remain confidential.
   - **E-mail address** - type in your e-mail address.
   - **Password** - type in a password for your BitDefender account. The password must be between 6 and 16 characters long.
   - **Re-type password** - type in again the previously specified password.

   Note

   Once the account is activated, you can use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Create**.
5. Click **Finish** to complete the wizard.
6. **Activate your account.** Before being able to use your account, you must activate it. Check your e-mail and follow the instructions in the e-mail message sent to you by the BitDefender registration service.

I already have a BitDefender account

BitDefender will automatically detect if you have previously registered a BitDefender account on your computer. In this case, provide the password of your account and click **Sign in**. Click **Finish** to complete the wizard.

If you already have an active account, but BitDefender does not detect it, follow these steps to register the product to that account:

1. Select **Sign in (previously created account)**.

2. Type the e-mail address and the password of your account in the corresponding fields.

Note
If you have forgotten your password, click **Forgot your password?** and follow the instructions.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Sign in**.
5. Click **Finish** to complete the wizard.

10.3. Purchasing License Keys

If the trial period is going to end soon, you must purchase a license key and register your product. Open BitDefender and click the **Buy/Renew** link, located at the bottom of the window. The link takes you to a web page where you can purchase a license key for your BitDefender product.

10.4. Renewing Your License

As a BitDefender customer, you are eligible for a discount when renewing the license of your BitDefender product. You may also upgrade your product to the current version at a special discount or free of charge.

If your current license key is going to expire soon, you must renew your license. Open BitDefender and click the **Buy/Renew** link, located at the bottom of the window. The link takes you to a web page where you can renew your license.

11. Wizards

In order to make BitDefender very easy to use, several wizards help you carry out specific security tasks or configure more complex product settings. This chapter describes the wizards that may appear when you fix issues or perform specific tasks with BitDefender. Other configuration wizards are described separately in the "Expert Mode" (p. 111) part.

11.1. Antivirus Scan Wizard

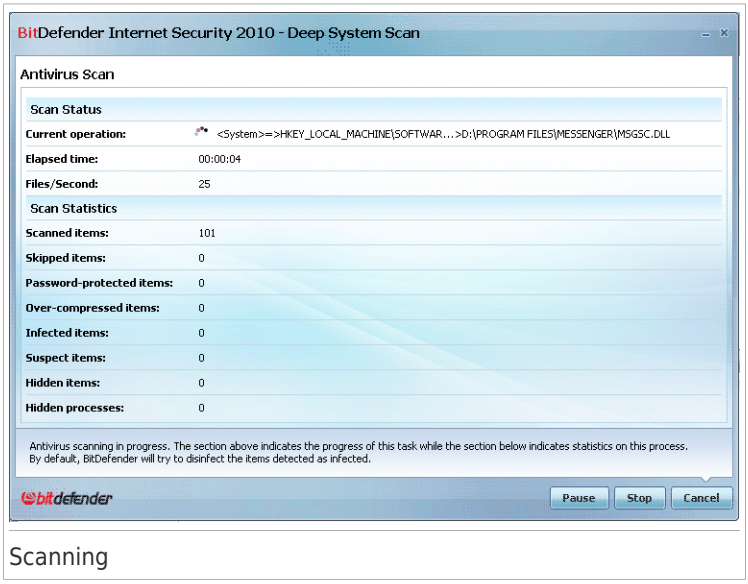
Whenever you initiate an on-demand scan (for example, right-click a folder and select **Scan with BitDefender**), the BitDefender Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete the scanning process.

Note

If the scan wizard does not appear, the scan may be configured to run silently, in the background. Look for the scan progress icon in the system tray. You can click this icon to open the scan window and to see the scan progress.

11.1.1. Step 1/3 - Scanning

BitDefender will start scanning the selected objects.



Scanning

You can see the scan status and statistics (scanning speed, elapsed time, number of scanned / infected / suspicious / hidden objects and other).

Wait for BitDefender to finish scanning.

Note
The scanning process may take a while, depending on the complexity of the scan.

Password-protected archives. If BitDefender detects a password-protected archive during scanning and the default action is **Prompt for password**, you will be prompted to provide the password. Password-protected archives cannot be scanned unless you provide the password. The following options are available:

- **I want to enter the password for this object.** If you want BitDefender to scan the archive, select this option and type the password. If you do not know the password, choose one of the other options.
- **I do not want to enter the password for this object (skip this object).** Select this option to skip scanning this archive.
- **I do not want to enter the password for any object (skip all password-protected objects).** Select this option if you do not want to be bothered about password-protected archives. BitDefender will not be able to scan them, but a record will be kept in the scan log.

Click **OK** to continue scanning.

Stopping or pausing the scan. You can stop scanning anytime you want by clicking **Stop&Yes**. You will go directly to the last step of the wizard. To temporarily stop the scanning process, just click **Pause**. You will have to click **Resume** to resume scanning.

11.1.2. Step 2/3 - Select Actions

When the scanning is completed, a new window will appear, where you can see the scan results.

BitDefender Internet Security 2010 - 4920
Antivirus Scan
Results Summary
Below you can find the results summary for the current scan task.
Solved issues: 2
1 threat(s) affecting 1 object(s) require(s) your attention.
Take an overall action for all unresolved items or select individually the action for each item:
Choose an action:
Win32.Parite.C
1 issue left (deletion failed)
Choose an action:
BitDefender has detected and blocked viruses on your computer! This is the list of threats. Please click the virus name to see its corresponding list of infected items.
bitdefender
Continue

Actions

You can see the number of issues affecting your system.

The infected objects are displayed in groups, based on the malware they are infected with. Click the link corresponding to a threat to find out more information about the infected objects.

You can choose an overall action to be taken for all issues or you can select separate actions for each group of issues.

One or several of the following options can appear on the menu:

Action	Description
Take No Action	No action will be taken on the detected files. After the scan is completed, you can open the scan log to view information on these files.
Disinfect	Removes the malware code from infected files.
Delete	Deletes detected files.
Move to quarantine	Moves detected files to quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
Rename files	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able

Action	Description
	to search for and find such files on your computer, if any. Please note that these hidden files are not the files that you deliberately hide from Windows. They are the files hidden by special programs, known as rootkits. Rootkits are not malicious in nature. However, they are commonly used to make viruses or spyware undetectable by normal antivirus programs.

Click **Continue** to apply the specified actions.

11.1.3. Step 3/3 - View Results

When BitDefender finishes fixing the issues, the scan results will appear in a new window.

BitDefender Internet Security 2010 - 4920
Antivirus Scan
Results Summary
Resolved items: 1
Unresolved items: 2
Password-protected items: 0
Over-compressed items: 0
Ignored items: 0
Failed items: 2
2 items failed to be cleaned. This happened because no cleaning routine was available for this type of threat. You can find out more about this here: www.bitdefender.com
This is the number of items that failed to be scanned.
bitdefender
View Log
Close

Summary

You can see the results summary. If you want comprehensive information on the scanning process, click **Show log file** to view the scan log.

Important
If required, please restart your system in order to complete the cleaning process.

Click **Close** to close the window.

BitDefender Could Not Solve Some Issues

In most cases BitDefender successfully disinfects the infected files it detects or it isolates the infection. However, there are issues that cannot be solved.

In these cases, we recommend you to contact the BitDefender Support Team at www.bitdefender.com. Our support representatives will help you solve the issues you are experiencing.

BitDefender Detected Suspect Files

Suspect files are files detected by the heuristic analysis as potentially infected with malware the signature of which has not been released yet.

If suspect files were detected during the scan, you will be requested to submit them to the BitDefender Lab. Click **OK** to send these files to the BitDefender Lab for further analysis.

11.2. Custom Scan Wizard

The Custom Scan Wizard lets you create and run a custom scan task and optionally save it as a Quick Task when using BitDefender in Intermediate Mode.

To run a custom scan task using the Custom Scan Wizard you must follow these steps:

1. In Intermediate Mode, go to the **Security** tab.
2. In the **Quick Tasks** area, click the arrow on the **System Scan** button and select **Custom Scan**.
3. Follow the six-step guided procedure to complete the scanning process.

11.2.1. Step 1/6 - Welcome Window

This is a welcome window.

BitDefender Internet Security 2010
Scan Wizard
Welcome
This wizard will help you scan your computer for any threat that might affect it. You will be able to select specific folders and/or files to be scanned as well as define the actions to be taken on infected files. You will also receive a scan report that will help you assess the security level of your system. Please go through each step and configure the scanning process according to your needs.
Don't show this step the next time this wizard is run
Go through each step of this wizard to configure the scanning process according to your needs.
bitdefender
Cancel
Next

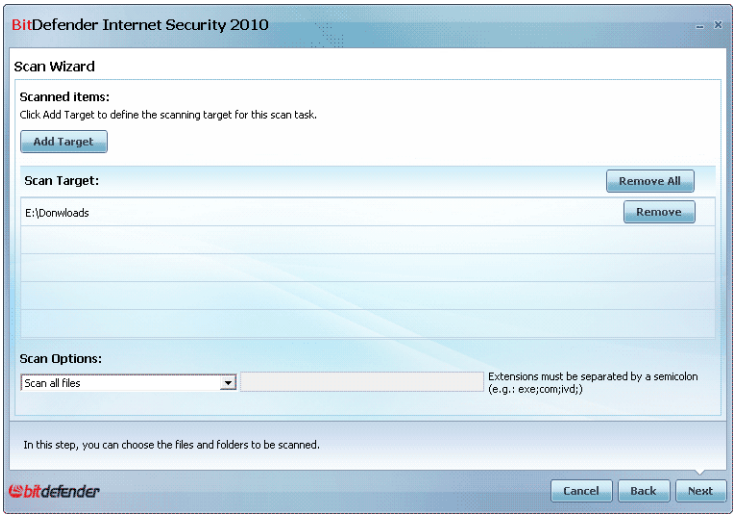
Welcome Window

If you want to skip over this window when running this wizard in the future, select the **Don't show this step the next time this wizard is run** check box.

Click **Next**.

11.2.2. Step 2/6 - Select Target

Here you can specify the files or folders to be scanned as well as the scan options.



Select Target

Click **Add Target**, select the files or folders that you want to scan and click **OK**. The paths to the selected locations will appear in the **Scan Target** column. If you change your mind about the location, just click the **Remove** button next to it. Click the **Remove All** button to remove all the locations that were added to the list.

When you are done selecting the locations, set the **Scan Options**. The following are available:

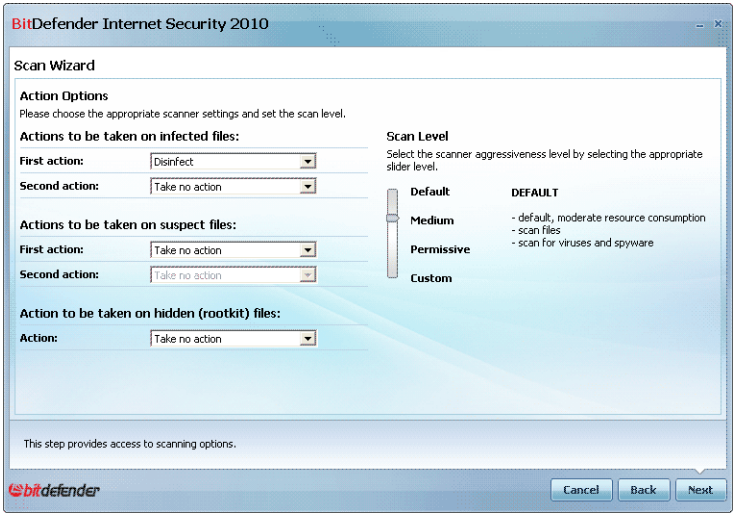
Option	Description
Scan all files	Select this option to scan all the files in the selected folders.
Scan files with application extensions only	Only the program files will be scanned. This means only the files with the following extensions: .exe; .bat; .com; .dll; .ocx; .scr; .bin; .dat; .386; .vxd; .sys; .wdm; .cla; .class; .ovl; .ole; .exe; .hlp; .doc; .dot; .xls; .ppt; .wbk; .wiz; .pot; .ppa; .xla; .xlt; .vbs; .vbe; .mdb; .rtf; .htm; .hta; .html; .xml; .xtp; .php; .asp; .js; .shs; .chm; .lnk; .pif; .prc; .url; .smm; .pdf; .msi; .ini; .csc; .cmd; .bas; .eml and .nws.

Option	Description
Scan user defined extensions only	Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";".

Click **Next**.

11.2.3. Step 3/6 - Select Actions

Here you can specify the scanner settings and the scan level.



Select Actions

- Select the actions to be taken on the infected and suspect files detected. The following options are available:

Action	Description
Take No Action	No action will be taken on infected files. These files will appear in the report file.
Disinfect files	Remove the malware code from the infected files detected.
Delete files	Deletes infected files immediately, without any warning.

Action	Description
Move files to Quarantine	Moves infected files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.

- Select the action to be taken on the hidden (rootkits) files. The following options are available:

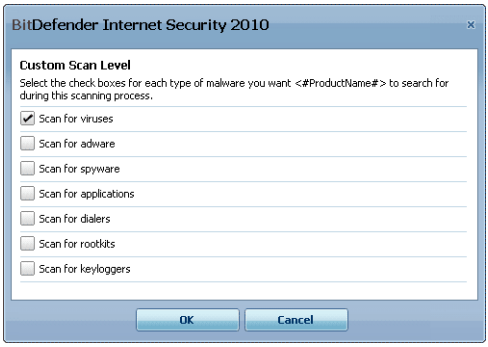
Action	Description
Take No Action	No action will be taken on hidden files. These files will appear in the report file.
Rename	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able to search for and find such files on your computer, if any.

- Configure scanner aggressiveness. There are 3 levels to choose from. Drag the slider along the scale to set the appropriate protection level:

Scan Level	Description
Permissive	Only applications files are scanned and only for viruses. The resource consumption level is low.
Default	The resource consumption level is moderate. All files are scanned for viruses and spyware.
Aggressive	All files (including archives) are scanned for viruses and spyware. Hidden files and processes are included in the scan The resource consumption level is higher.

Advanced users might want to take advantage of the scan settings BitDefender offers. The scanner can be set to search only for specific malware threats. This may greatly reduce scanning times and improve your computer's responsiveness during a scan.

Drag the slider to select **Custom** and then click the **Custom level** button. The following window will appear:


BitDefender Internet Security 2010
Custom Scan Level
Select the check boxes for each type of malware you want <#ProductName#> to search for during this scanning process.
Scan for viruses
Scan for adware
Scan for spyware
Scan for applications
Scan for dialers
Scan for rootkits
Scan for keyloggers
OK
Cancel

Custom Scan Level

Specify the type of malware you want BitDefender to scan for by selecting the appropriate options:

Option	Description
Scan for viruses	Scans for known viruses. BitDefender detects incomplete virus bodies, too, thus removing any possible threat that could affect your system's security.
Scan for adware	Scans for adware threats. Detected files will be treated as infected. The software that includes adware components might stop working if this option is enabled.
Scan for spyware	Scans for known spyware threats. Detected files will be treated as infected.
Scan for applications	Scan for legitimate applications that can be used as a spying tool, to hide malicious applications or for other malicious intent.
Scan for dialers	Scans for applications dialing high-cost numbers. Detected files will be treated as infected. The software that includes dialer components might stop working if this option is enabled.
Scan for rootkits	Scans for hidden objects (files and processes), generally known as rootkits.
Scan for keyloggers	Scans for malicious applications that record keystrokes..

Click **OK** to close the window.

Click **Next**.

11.2.4. Step 4/6 - Additional Settings

Before scanning begins, additional options are available:

BitDefender Internet Security 2010
Scan Wizard
Additional Options
Show this task in the Intermediate UI.
Shut down the computer after scan finishes if no threats are found
Save the current scanning task in order to be able to use it again in the future. Quick tasks can be accessed via the BitDefender Security Center: in Intermediate Mode > Security > Tasks or Expert Mode > Antivirus > Scan.
bitdefender
Cancel
Back
Start Scan

Additional Settings

- To save the custom task you are creating for future use select the **Show this task in Intermediate UI** check box and enter a name for the task in the provided edit field.

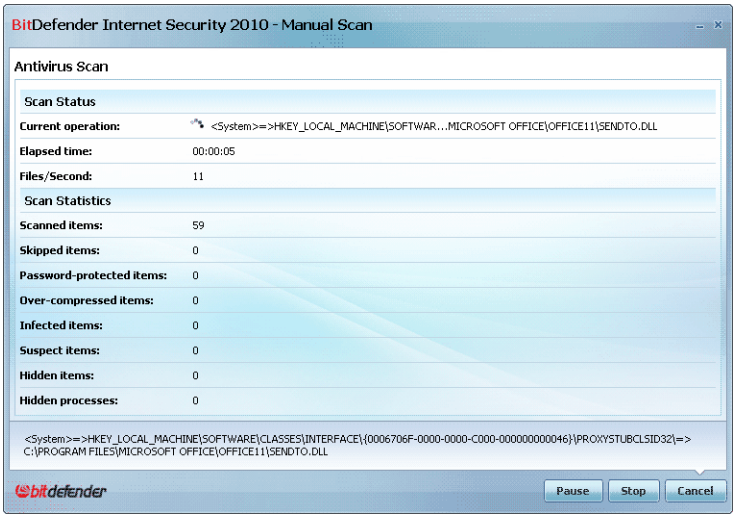
  The task will be added to the list of Quick Tasks already available in the Security tab and will also appear in **Advanced Mode > Antivirus > Virus Scan**.

- To shut down the computer after scanning is completed, select the **Shut down the computer after scan finishes if no threats are found** check box.

Click **Next**.

11.2.5. Step 5/6 - Scanning

BitDefender will start scanning the selected objects:



Scanning

Note

The scanning process may take a while, depending on the complexity of the scan. You can click the scan progress icon in the system tray to open the scan window and see the scan progress.

11.2.6. Step 6/6 - View Results

When BitDefender completes the scanning process, the scan results will appear in a new window:

Summary

You can see the results summary. If you want comprehensive information on the scanning process, click **View Log** to view the scan log.

Important
If required, please restart your system in order to complete the cleaning process.

Click **Close** to close the window.

11.3. Vulnerability Check Wizard

This wizard checks the system for vulnerabilities and helps you fix them.

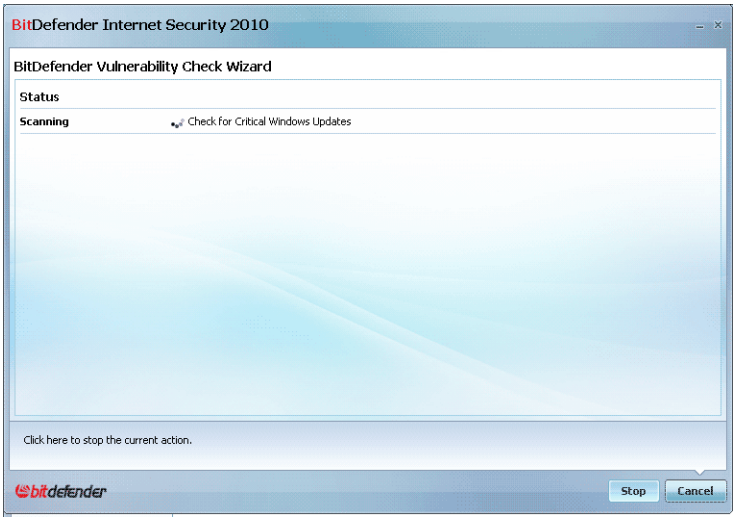
11.3.1. Step 1/6 - Select Vulnerabilities to Check

BitDefender Internet Security 2010
BitDefender Vulnerability Check Wizard
Select tasks:
This wizard will guide you through the actions required to identify outdated applications and the Windows accounts that have a weak password. Please select from the list below which items to be checked for vulnerabilities.
Check for Critical Windows Updates
Check for Optional Windows Updates
Check for Applications Updates
Check Windows Accounts passwords
Configure the Vulnerability Check module settings for the following task.
bitdefender
Next
Cancel

Vulnerabilities

Click **Next** to check the system for the selected vulnerabilities.

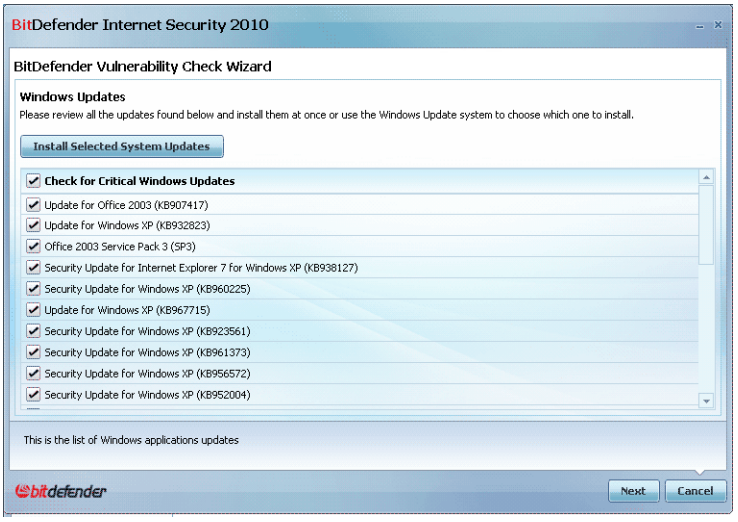
11.3.2. Step 2/6 - Checking for Vulnerabilities



Vulnerability Check

Wait for BitDefender to finish checking for vulnerabilities.

11.3.3. Step 3/6 - Update Windows

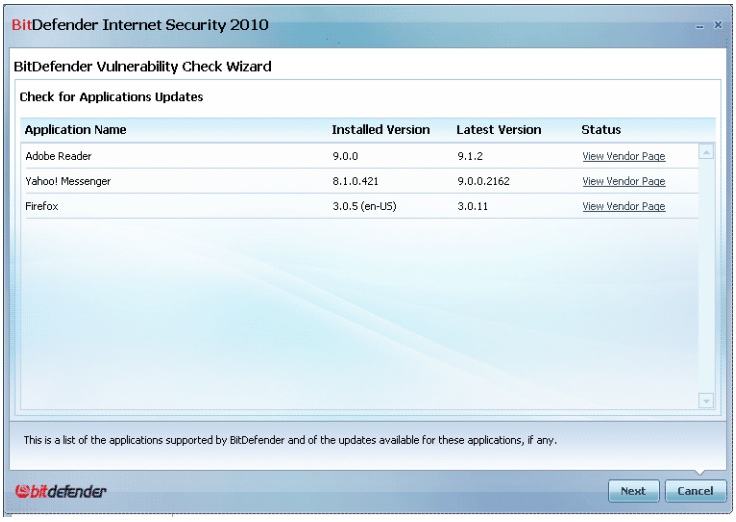

BitDefender Internet Security 2010
BitDefender Vulnerability Check Wizard
Windows Updates
Please review all the updates found below and install them at once or use the Windows Update system to choose which one to install.
Install Selected System Updates
Check for Critical Windows Updates
Update for Office 2003 (KB907417)
Update for Windows XP (KB932823)
Office 2003 Service Pack 3 (SP3)
Security Update for Internet Explorer 7 for Windows XP (KB938127)
Security Update for Windows XP (KB960225)
Update for Windows XP (KB967715)
Security Update for Windows XP (KB923561)
Security Update for Windows XP (KB961373)
Security Update for Windows XP (KB956572)
Security Update for Windows XP (KB952004)
This is the list of Windows applications updates
bitdefender
Next
Cancel

Windows Updates

You can see the list of critical and non-critical Windows updates that are not currently installed on your computer. Click **Install All System Updates** to install all the available updates.

Click **Next**.

11.3.4. Step 4/6 - Update Applications

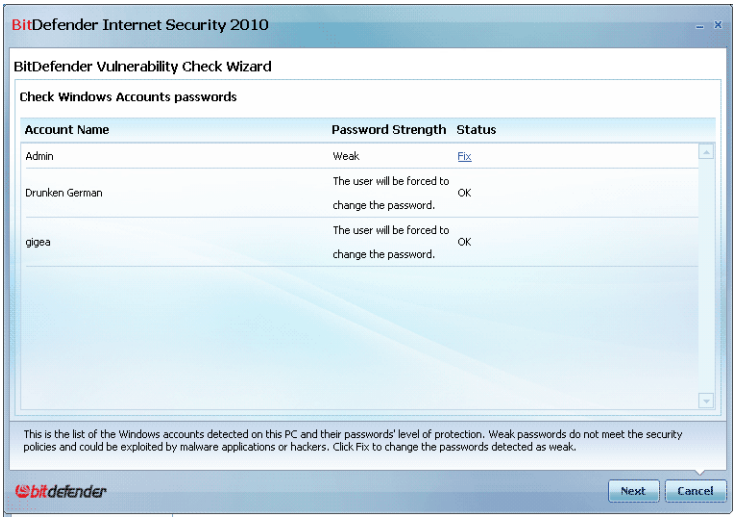


Applications

You can see the list of applications checked by BitDefender and if they are up to date. If an application is not up to date, click the provided link to download the latest version.

Click **Next**.

11.3.5. Step 5/6 - Change Weak Passwords


BitDefender Internet Security 2010
BitDefender Vulnerability Check Wizard
Check Windows Accounts passwords
Account Name
Password Strength
Status
Admin
Weak
Fix
Drunken German
The user will be forced to change the password.
OK
gigea
The user will be forced to change the password.
OK
This is the list of the Windows accounts detected on this PC and their passwords' level of protection. Weak passwords do not meet the security policies and could be exploited by malware applications or hackers. Click Fix to change the passwords detected as weak.
bitdefender
Next
Cancel

User Passwords

You can see the list of the Windows user accounts configured on your computer and the level of protection their password provides. A password can be **strong** (hard to guess) or **weak** (easy to crack by malicious people with specialized software).

Click **Fix** to modify the weak passwords. A new window will appear.

Change Password

Select the method to fix this issue:

- **Force user to change password at next login.** BitDefender will prompt the user to change the password the next time the user logs on to Windows.

- **Change user password.** You must type the new password in the edit fields. Make sure to inform the user about the password change.

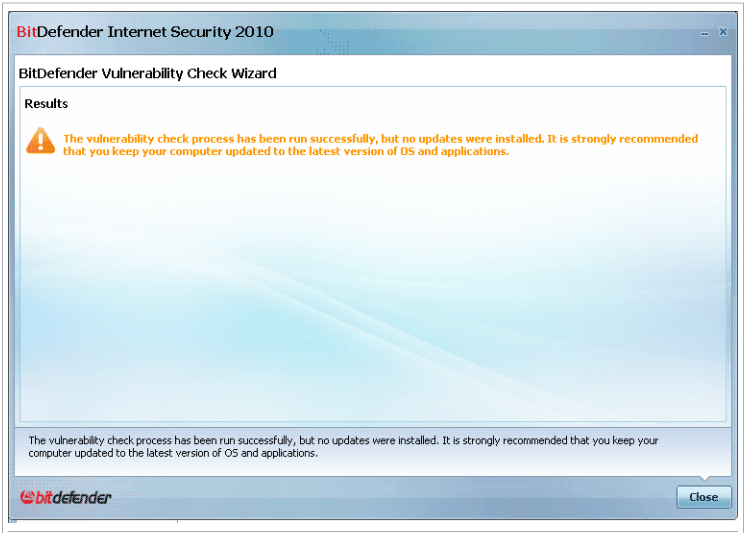
  Note

  For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @). You can search the Internet for more information and tips on creating strong passwords.

Click **OK** to change the password.

Click **Next**.

11.3.6. Step 6/6 - View Results


BitDefender Internet Security 2010
BitDefender Vulnerability Check Wizard
Results
The vulnerability check process has been run successfully, but no updates were installed. It is strongly recommended that you keep your computer updated to the latest version of OS and applications.
The vulnerability check process has been run successfully, but no updates were installed. It is strongly recommended that you keep your computer updated to the latest version of OS and applications.
bitdefender
Close

Results

Click **Close**.

11.4. File Vault Wizards

The File Vault wizards help you create and manage BitDefender file vaults. A file vault is an encrypted storage space on your computer where you can securely store important files, documents and even entire folders.

These wizards do not appear when you fix issues, because file vaults are an optional method of protecting your data. They can only be started from the Intermediate Mode interface of BitDefender, the **File Storage** tab, as follows:

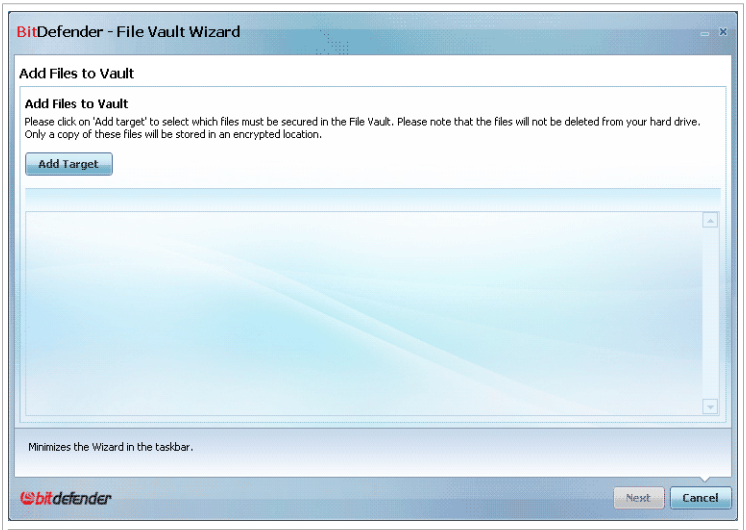
- **Add File to Vault** - starts the wizard that allows you to store your important files / documents privately by encrypting them in special, vaulted drives.
- **Remove Vault Files** - starts the wizard that allows you to erase data from the file vault.
- **View File Vault** - starts the wizard that allows you to view the content of your file vaults.
- **Lock File Vault** - starts the wizard that allows you to lock an open file vault in order to protect its content.

11.4.1. Add Files to Vault

This wizard helps you create a file vault and add files to it in order to safely store them on your computer.

Step 1/6 - Select Target

Here you can specify the files or folders to be added to vault.


BitDefender - File Vault Wizard
Add Files to Vault
Add Files to Vault
Please click on 'Add target' to select which files must be secured in the File Vault. Please note that the files will not be deleted from your hard drive. Only a copy of these files will be stored in an encrypted location.
Add Target
Minimizes the Wizard in the taskbar.
bitdefender
Next
Cancel

Target

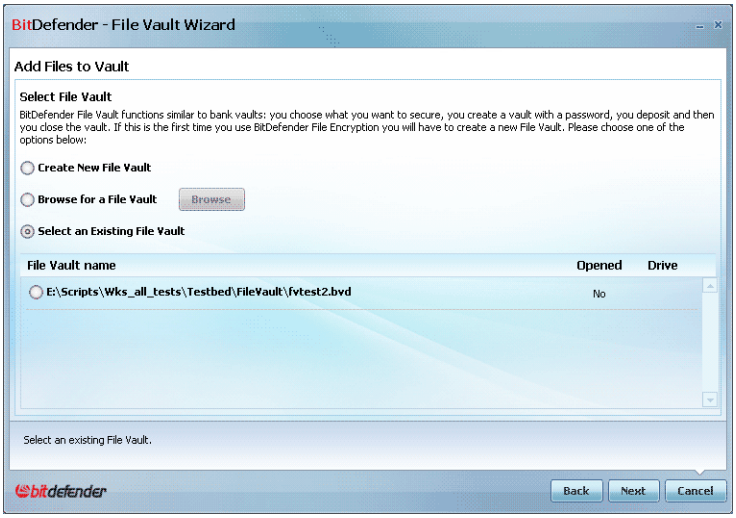
Click **Add Target**, select the file or folder that you want to add and click **OK**. The path to the selected location will appear in the **Path** column. If you change your mind about the location, just click the **Remove** button next to it.

Note
You can select one or several locations.

Click **Next**.

Step 2/6 - Select Vault

This is where you can create a new vault or choose an existing vault.


BitDefender - File Vault Wizard
Add Files to Vault
Select File Vault
BitDefender File Vault functions similar to bank vaults: you choose what you want to secure, you create a vault with a password, you deposit and then you close the vault. If this is the first time you use BitDefender File Encryption you will have to create a new File Vault. Please choose one of the options below:
Create New File Vault
Browse for a File Vault
Browse
Select an Existing File Vault
File Vault name
Opened
Drive
E:\Scripts\Wks_all_tests\Testbed\FileVault\fvtest2.bvd
No
Select an existing File Vault.
bitdefender
Back
Next
Cancel

Select Vault

If you select **Browse for a File Vault**, you must click **Browse** and select the file vault. You will go either to the step 5 if the selected vault is opened (mounted) or to the step 4 if it is locked (unmounted).

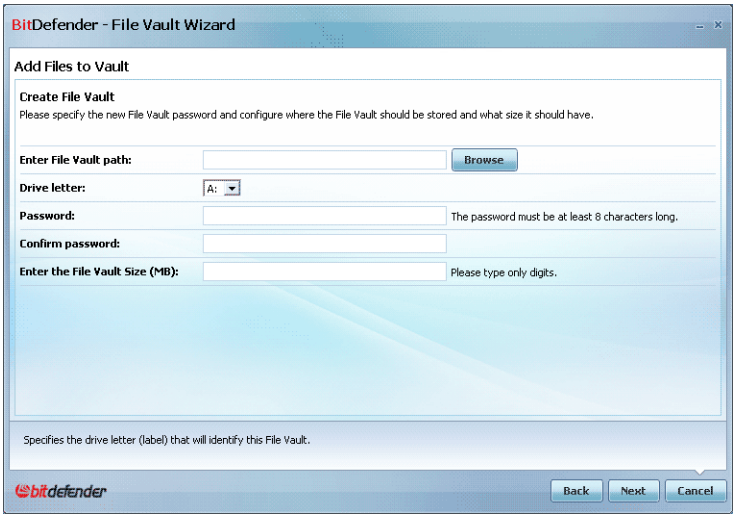
If you click **Select an existing File Vault**, then you must click the desired vault name. You will go either to the step 5 if the selected vault is opened (mounted) or to the step 4 if it is locked (unmounted).

Select **Create New File Vault** if none of the existing vaults are suitable for your needs. You will go to the step 3.

Click **Next**.

Step 3/6 - Create Vault

This is where you can specify information for the new Vault.


BitDefender - File Vault Wizard
Add Files to Vault
Create File Vault
Please specify the new File Vault password and configure where the File Vault should be stored and what size it should have.
Enter File Vault path:
Browse
Drive letter:
A:
Password:
The password must be at least 8 characters long.
Confirm password:
Enter the File Vault Size (MB):
Please type only digits.
Specifies the drive letter (label) that will identify this File Vault.
bitdefender
Back
Next
Cancel

Create Vault

To complete the file vault related information follow these steps:

1. Click **Browse** and choose a location for the bvd file.

   Note
   Remember that the file vault is an encrypted file on your computer with the bvd extension.

2. Select a drive letter for the new file vault from the corresponding drop-down menu.

   Note
   Remember that when you mount the bvd file, a new logical partition (a new drive) will appear.

3. Type a password for the file vault into the corresponding field.

   Note
   The password must have at least 8 characters.

4. Re-type the password.

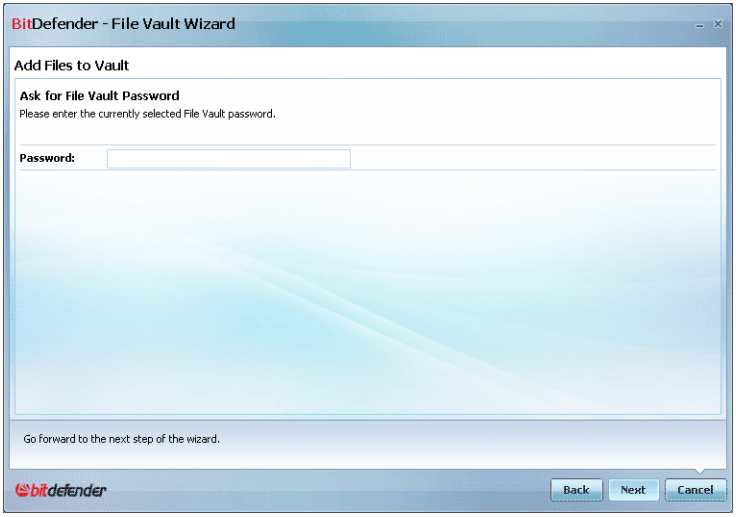
5. Set the size of the file vault (in MB) by typing a number into the corresponding field.

Click **Next**.

You will go to the step 5.

Step 4/6 - Password

This is where you will be asked to enter the password for the selected vault.

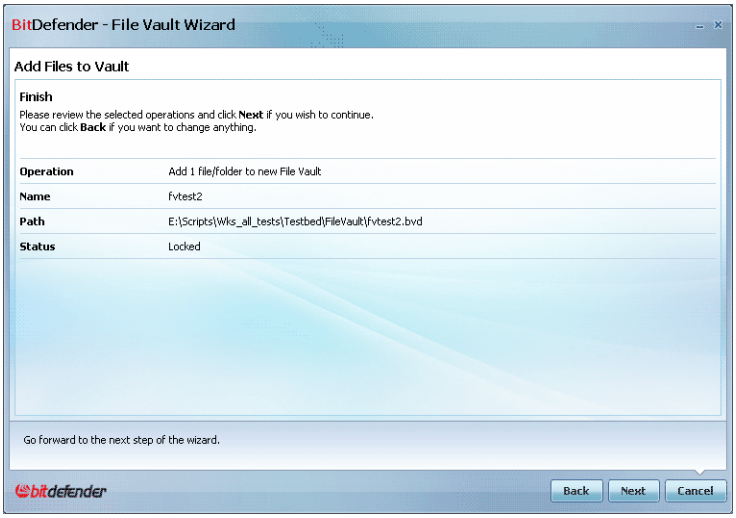


Enter password

Type the password into the corresponding field and click **Next**.

Step 5/6 - Summary

This is where you can review chosen operations.

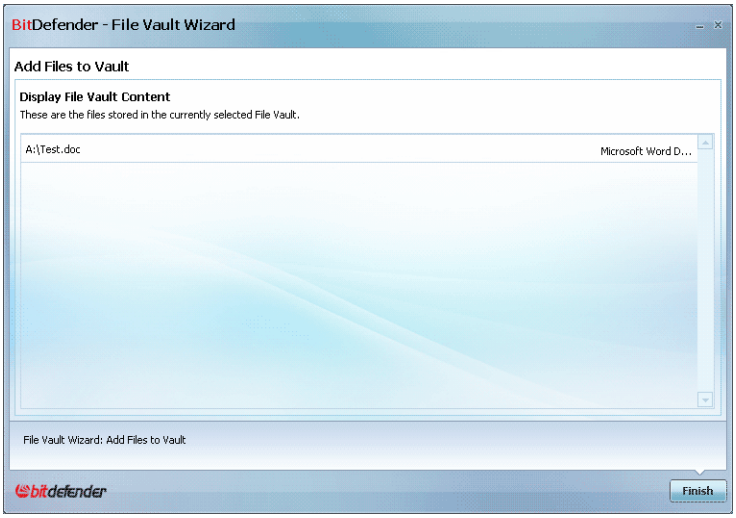


Summary

Click **Next**.

Step 6/6 - Results

This is where you can view the vault content.


BitDefender - File Vault Wizard
Add Files to Vault
Display File Vault Content
These are the files stored in the currently selected File Vault.
A:\Test.doc
Microsoft Word D...
File Vault Wizard: Add Files to Vault
bitdefender
Finish

Results

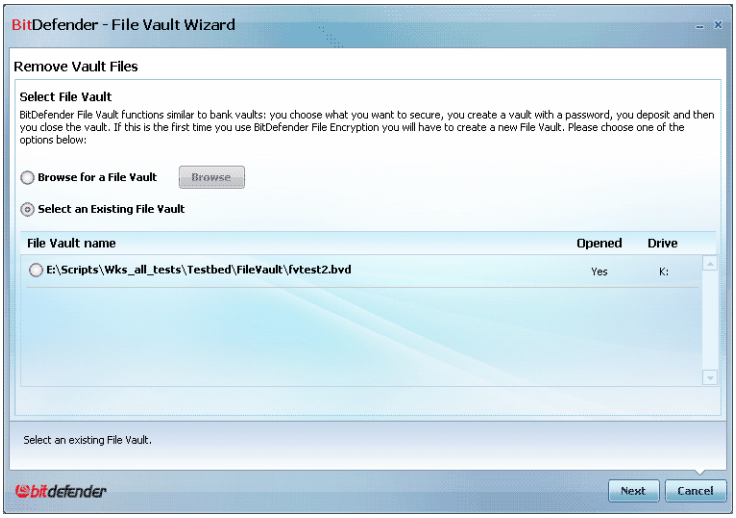
Click **Finish**.

11.4.2. Remove Vault Files

This wizard helps you remove files from a specific file vault.

Step 1/5 - Select Vault

Here you can specify the vault to remove files from.


BitDefender - File Vault Wizard
Remove Vault Files
Select File Vault
BitDefender File Vault functions similar to bank vaults: you choose what you want to secure, you create a vault with a password, you deposit and then you close the vault. If this is the first time you use BitDefender File Encryption you will have to create a new File Vault. Please choose one of the options below:
Browse for a File Vault
Browse
Select an Existing File Vault
File Vault name
Opened
Drive
E:\Scripts\Wks_all_tests\Testbed\FileVault\fvtest2.bvd
Yes
K:
Select an existing File Vault.
bitdefender
Next
Cancel

Select Vault

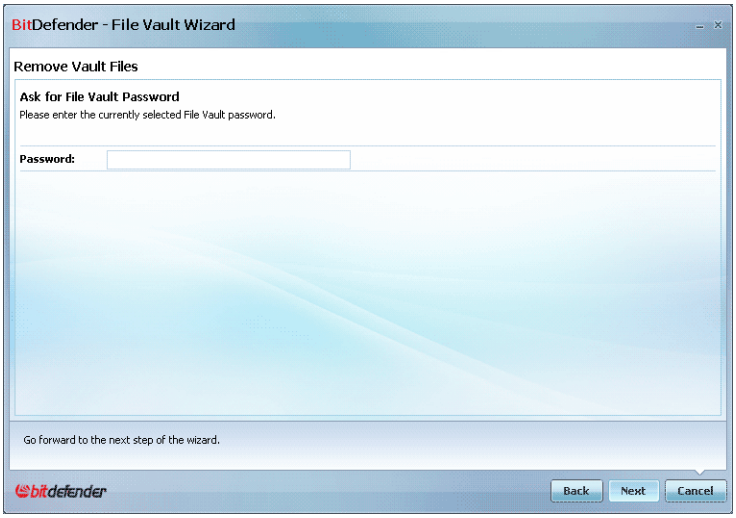
If you select **Browse for a File Vault**, you must click **Browse** and select the file vault. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

If you click **Select an existing File Vault**, then you must click the desired vault name. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

Click **Next**.

Step 2/5 - Password

This is where you will be asked to enter the password for the selected vault.

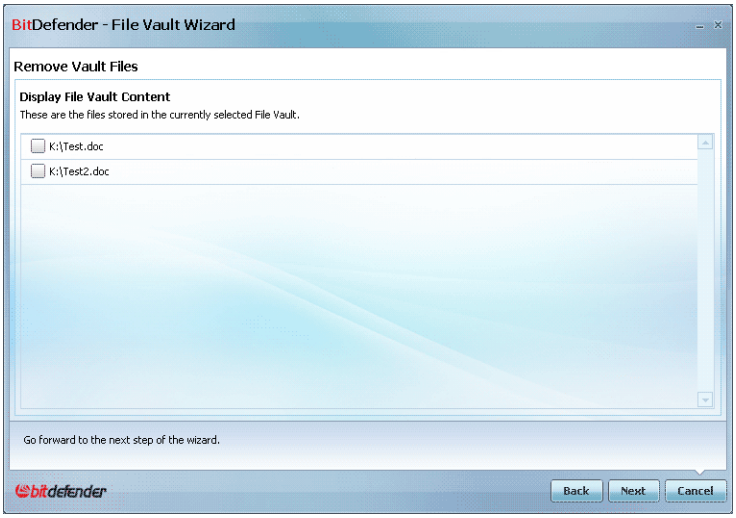


Enter password

Type the password into the corresponding field and click **Next**.

Step 3/5 - Select files

This is where you will be provided with the list of the files from the previously selected vault.

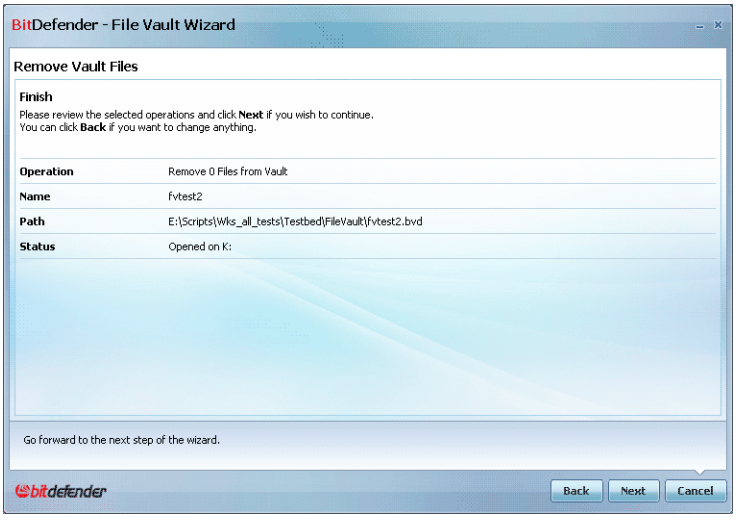


Select files

Select the files to be removed and click **Next**.

Step 4/5 - Summary

This is where you can review chosen operations.

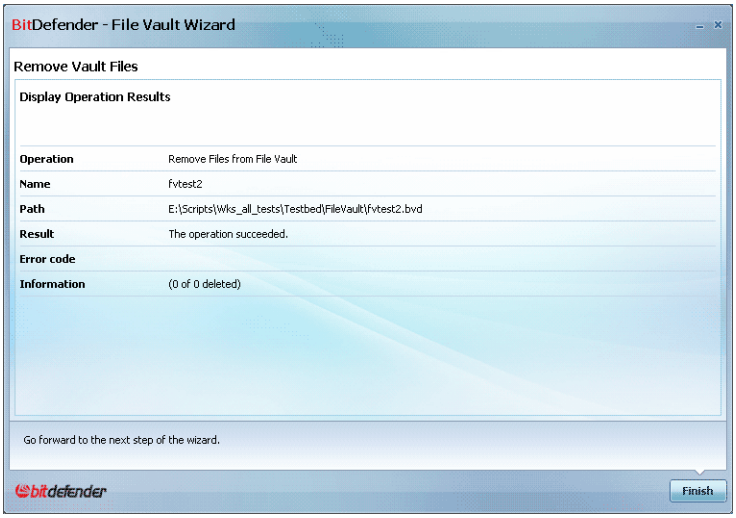


Summary

Click **Next**.

Step 5/5 - Results

This is where you can view operation result.



Results

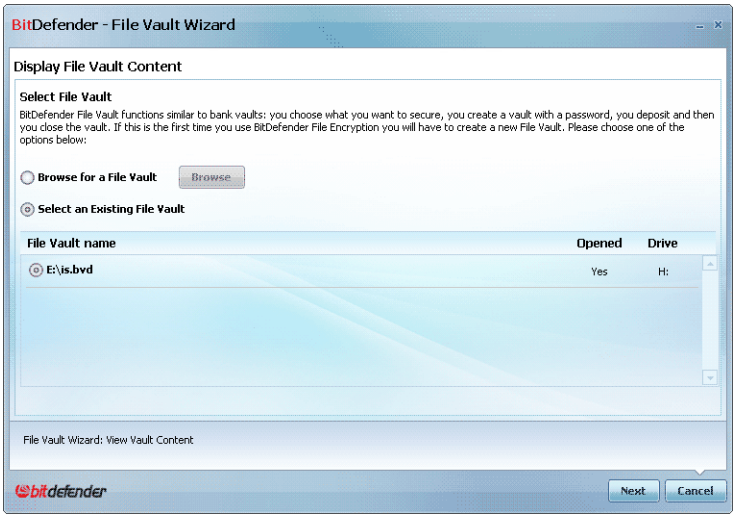
Click **Finish**.

11.4.3. View File Vault

This wizard helps you open a specific file vault and view the files it contains.

Step 1/4 - Select Vault

Here you can specify the vault to view files from.


BitDefender - File Vault Wizard
Display File Vault Content
Select File Vault
BitDefender File Vault functions similar to bank vaults: you choose what you want to secure, you create a vault with a password, you deposit and then you close the vault. If this is the first time you use BitDefender File Encryption you will have to create a new File Vault. Please choose one of the options below:
Browse for a File Vault
Browse
Select an Existing File Vault
File Vault name
Opened
Drive
E:\is.bvd
Yes
H:
File Vault Wizard: View Vault Content
bitdefender
Next
Cancel

Select Vault

If you select **Browse for a File Vault**, you must click **Browse** and select the file vault. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

If you click **Select an existing File Vault**, then you must click the desired vault name. You will go either to the step 3 if the selected vault is opened (mounted) or to the step 2 if it is locked (unmounted).

Click **Next**.

Step 2/4 - Password

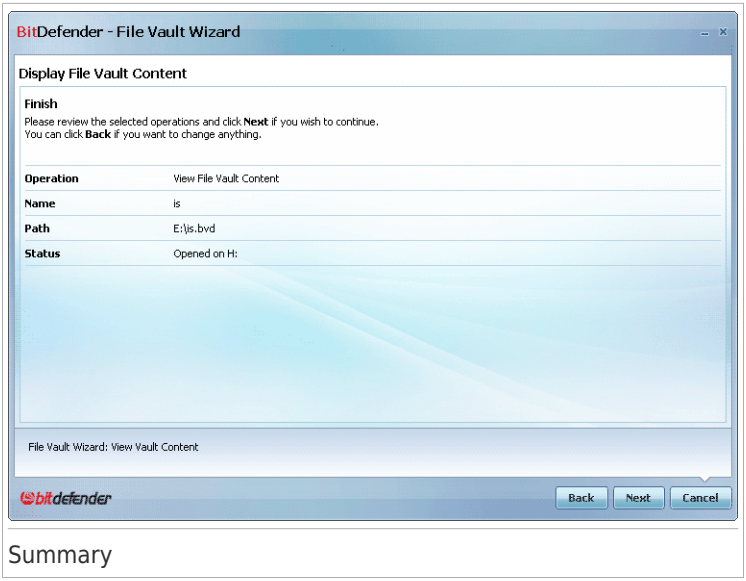
This is where you will be asked to enter the password for the selected vault.

Enter password

Type the password into the corresponding field and click **Next**.

Step 3/4 - Summary

This is where you can review chosen operations.

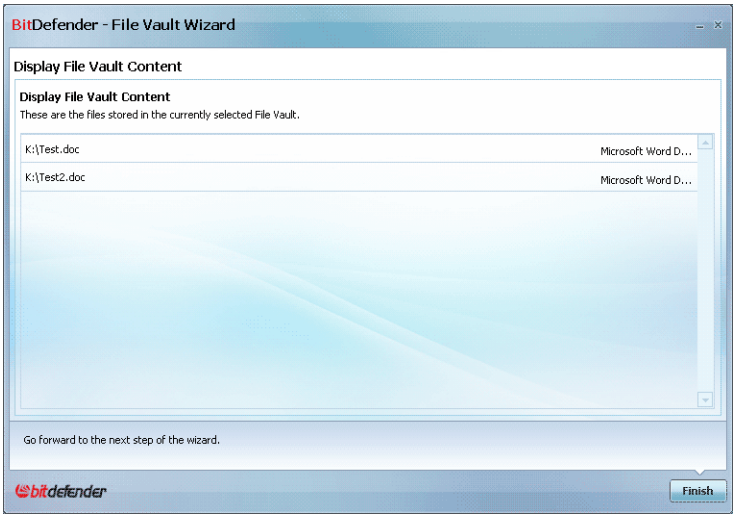


Summary

Click **Next**.

Step 4/4 - Results

This is where you can view the files of the vault.



Results

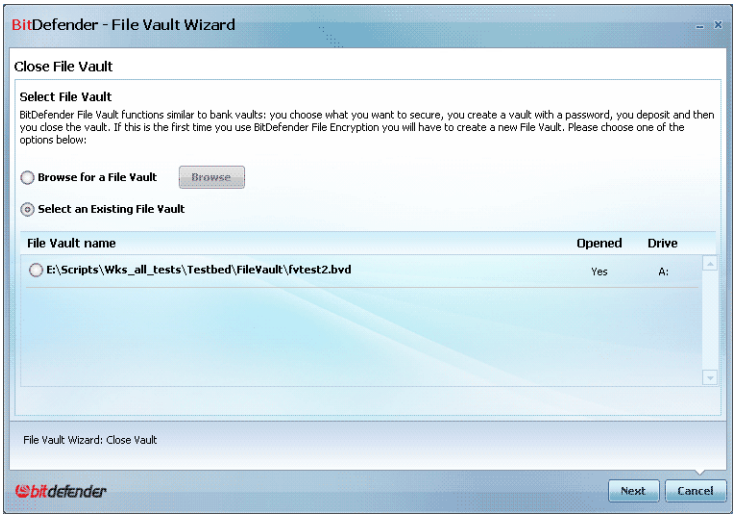
Click **Finish**.

11.4.4. Lock File Vault

This wizard helps you lock a specific file vault in order to protect its content.

Step 1/3 - Select Vault

Here you can specify the vault to lock.


BitDefender - File Vault Wizard
Close File Vault
Select File Vault
BitDefender File Vault functions similar to bank vaults: you choose what you want to secure, you create a vault with a password, you deposit and then you close the vault. If this is the first time you use BitDefender File Encryption you will have to create a new File Vault. Please choose one of the options below:
Browse for a File Vault
Browse
Select an Existing File Vault
File Vault name
Opened
Drive
E:\Scripts\Wks_all_tests\Testbed\FileVault\fvtest2.bvd
Yes
A:
File Vault Wizard: Close Vault
bitdefender
Next
Cancel

Select Vault

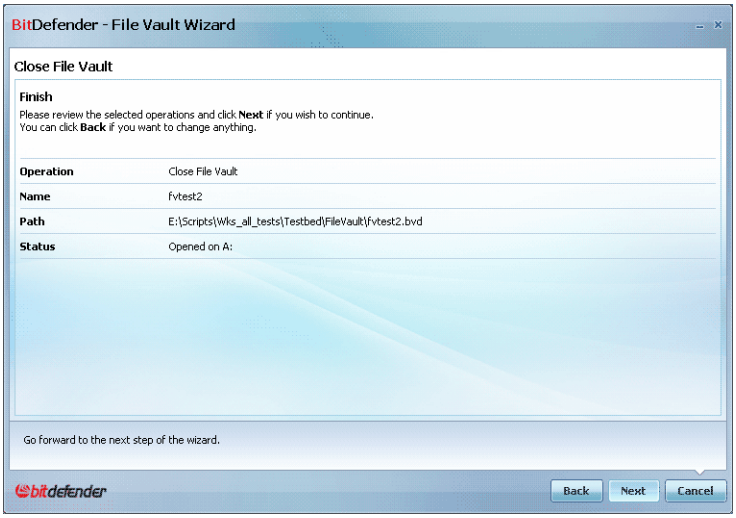
If you select **Browse for a File Vault**, you must click **Browse** and select the file vault.

If you click **Select an existing File Vault**, then you must click the desired vault name.

Click **Next**.

Step 2/3 - Summary

This is where you can review chosen operations.

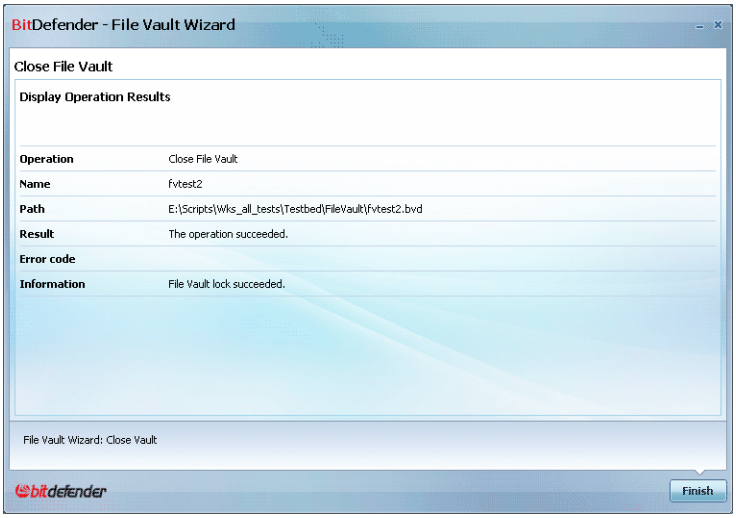


Summary

Click **Next**.

Step 3/3 - Results

This is where you can view operation result.



Results

Click **Finish**.

Intermediate Mode

12. Dashboard

The Dashboard tab provides information regarding the security status of your computer and allows you to fix pending issues.

Dashboard

The dashboard consists of the following sections:

- **Overall Status** - Indicates the number of issues affecting your computer and helps you fix them. If there are any pending issues, you will see a **red circle with an exclamation mark** and the **Fix All Issues** button. Click the button to start the Fix All Issues wizard.
- **Status Detail** - Indicates the status of each main module using explicit sentences and one of the following icons:

  Green circle with a check mark: No issues affect the security status. Your computer and data are protected.

  Gray circle with an exclamation mark: The activity of this module's components is not monitored. Thus, no information is available regarding their security status. There may be specific issues related to this module.

  Red circle with an exclamation mark: There are issues that affect the security of your system. Critical issues require your immediate attention. Non-critical issues should also be addressed as soon as possible.

Click the name of a module to see more details about its status and to configure status tracking for its components.

- **Usage Profile** - Indicates the usage profile that is currently selected and offers a link to a relevant task for that profile:
  - When the **Typical** profile is selected, the **Scan Now** button allows you to perform a System Scan using the Antivirus Scan Wizard. The entire system will be scanned, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
  - When the **Parent** profile is selected, the **Parental Control** button allows you to configure the Parental Control settings. For more information on how to configure Parental Control, please refer to "*Parental Control*" (p. 180).
  - When the **Gamer** profile is selected, the **Turn On/Off Game Mode** button allows you to enable/disable Game Mode. Game Mode temporarily modifies protection settings so as to minimize their impact on system performance.
  - When the **Custom** profile is selected, the **Update Now** button starts an immediate update. A new window will appear where you can see the update status.

  If you want to switch to a different profile or edit the one you are currently using, click the profile and follow the configuration wizard.

13. Security

BitDefender comes with a Security module that helps you keep your BitDefender up to date and your computer virus free. To enter the Security module, click the **Security** tab.

Security

The Security module consists of two sections:

- **Status Area** - Displays the current status of all monitored security components and allows you to choose which of the components should be monitored.
- **Quick Tasks** - This is where you can find links to the most important security tasks: update now, system scan, my documents scan, deep system scan, custom scan, vulnerability scan.

13.1. Status Area

The status area is where you can see the complete list of monitored security components and their current status. By monitoring each security module, BitDefender will let you know not only when you configure settings that might affect your computer's security, but also when you forget to do important tasks.

The current status of a component is indicated using explicit sentences and one of the following icons:

Green circle with a check mark: No issues affect the component.

Red circle with an exclamation mark: Issues affect the component.

The sentences describing issues are written in red. Just click the **Fix** button corresponding to a sentence to fix the reported issue. If an issue is not fixed on the spot, follow the wizard to fix it.

13.1.1. Configuring Status Tracking

To select the components BitDefender should monitor, click **Configure Status Tracking** and select the **Enable alerts** check box corresponding to the features you want to be tracked.

Important

You need to enable status tracking for a component if you wish to be notified when issues are affecting the security of that component. To ensure that your system is fully protected, enable tracking for all components and fix all reported issues.

The status of the following security components can be tracked by BitDefender:

- **Antivirus** - BitDefender monitors the status of the two components of the Antivirus feature: real-time protection and an on-demand scan.

  The most common issues reported for this component are listed in the following table.

Issue	Description
Real-time protection is disabled	Files are not scanned as they are accessed by you or by an application running on this system.
You have never scanned your computer for malware	An on demand system scan was never performed to check if files stored on your computer are malware free.
The last system scan you started was aborted before it finished	A full system scan was started but not completed.
Antivirus is in a critical state	Real-time protection is disabled and a system scan is overdue.

- **Update** - BitDefender monitors if the malware signatures are up-to-date.

  The most common issues reported for this component are listed in the following table.

Issue	Description
Automatic Update is disabled	The malware signatures of your BitDefender product are not being automatically updated on a regular basis.
The update has not been performed for x days	The malware signatures of your BitDefender product are outdated.

- **Firewall** - BitDefender monitors the status of the Firewall feature. If it is not enabled, the issue **Firewall is disabled** will be reported.
- **Antispam** - BitDefender monitors the status of the Antispam feature. If it is not enabled, the issue **Antispam is disabled** will be reported.
- **Antiphishing** - BitDefender monitors the status of the Antiphishing feature. If it is not enabled for all supported applications, the issue **Antiphishing is disabled** will be reported.
- **Vulnerability Check** - BitDefender keeps track of the Vulnerability Check feature. Vulnerability Check lets you know if you need to install any Windows updates, application updates or if you need to strengthen any passwords.

  The most common issues reported for this component are listed in the following table.

Status	Description
Vulnerability Check is disabled	BitDefender does not check for potential vulnerabilities regarding missing Windows updates, application updates or weak passwords.
Multiple vulnerabilities were detected	BitDefender found missing Windows/application updates and/or weak passwords.
Critical Microsoft updates	Critical Microsoft updates are available but not installed.
Other Microsoft updates	Non-critical Microsoft updates are available but not installed.
Windows Automatic Updates are disabled	Windows security updates are not being automatically installed as soon as they become available.
`Application` (outdated)	A new version of the `Application` is available but not installed.
`User` (Weak Password)	A user password is easy to crack by malicious people with specialized software.

13.2. Quick Tasks

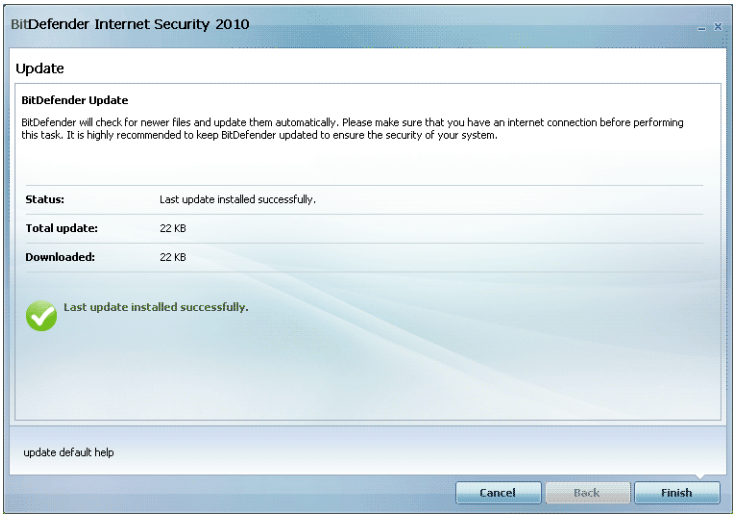
This is where you can find links to the most important security tasks:

- **Update Now** - starts an immediate update.
- **System Scan** - starts a standard scan of your computer (archives excluded). For additional on-demand scan tasks, click the arrow on this button and select a different scan task: My Documents Scan or Deep System Scan.
- **Custom Scan** - starts a wizard that lets you create and run a custom scan task.
- **Vulnerability Scan** - starts a wizard that checks your system for vulnerabilities and helps you fix them.

13.2.1. Updating BitDefender

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures.

By default, BitDefender checks for updates when you turn on your computer and **every hour** after that. However, if you want to update BitDefender, just click **Update Now**. The update process will be initiated and the following window will appear immediately:


BitDefender Internet Security 2010
Update
BitDefender Update
BitDefender will check for newer files and update them automatically. Please make sure that you have an internet connection before performing this task. It is highly recommended to keep BitDefender updated to ensure the security of your system.
Status:
Last update installed successfully.
Total update:
22 KB
Downloaded:
22 KB
Last update installed successfully.
update default help
Cancel
Back
Finish

Updating BitDefender

In this window you can see the status of the update process.

The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, all vulnerabilities will be excluded.

If you want to close this window, just click **Cancel**. However, this will not stop the update process.

Note

If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request.

Restart the computer if required. In case of a major update, you will be asked to restart your computer. Click **Reboot** to immediately reboot your system.

If you want to reboot your system later, just click **OK**. We recommend that you reboot your system as soon as possible.

13.2.2. Scanning with BitDefender

To scan your computer for malware, run a particular scan task by clicking the corresponding button or selecting it from the drop-down menu. The following table presents the available scan tasks, along with their description:

Task	Description
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
My Documents Scan	Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.
Deep System Scan	Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.
Custom Scan	Use this task to choose specific files and folders to be scanned.

Note

Since the **Deep System Scan** and **System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

When you run a System Scan, Deep System Scan or My Documents Scan, the Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete

the scanning process. For detailed information about this wizard, please refer to "*Antivirus Scan Wizard*" (p. 52).

When you run a Custom Scan, the Custom Scan wizard will guide you through the scanning process. Follow the six-step guided procedure to scan specific files or folders. For detailed information about this wizard, please refer to "*Custom Scan Wizard*" (p. 56).

13.2.3. Searching for Vulnerabilities

Vulnerability Scan checks Microsoft Windows Updates, Microsoft Windows Office Updates and the passwords to your Microsoft Windows accounts to ensure that your OS is up to date and that it is not vulnerable to password bypass.

To check your computer for vulnerabilities, click **Vulnerability Scan** and follow the six-step guided procedure. For more information, please refer to "*Fixing Vulnerabilities*" (p. 232).

14. Parental

BitDefender Internet Security 2010 includes a Parental Control module. Parental Control enables you to restrict your children's access to Internet and to specific applications. To check the status of Parental Control, click the **Parental** tab.

Parental

The Parental module consists of two sections:

- **Status Area** - Allows you to see if Parental Control is configured and to enable/disable tracking this module's activity.
- **Quick Tasks** - This is where you can find links to the most important security tasks: system scan, deep scan, update now.

14.1. Status Area

The current status of the Parental Control module is indicated using explicit sentences and one of the following icons:

Green circle with a check mark: No issues affect the component.

Red circle with an exclamation mark: Issues affect the component.

The sentences describing issues are written in red. Just click the **Fix** button corresponding to a sentence to fix the reported issue. The most common issue reported for this module is **Parental Control is not configured**.

If you want BitDefender to monitor the Parental Control module, click **Configure Status Tracking** and select the **Enable alerts** check box for this module.

14.2. Quick Tasks

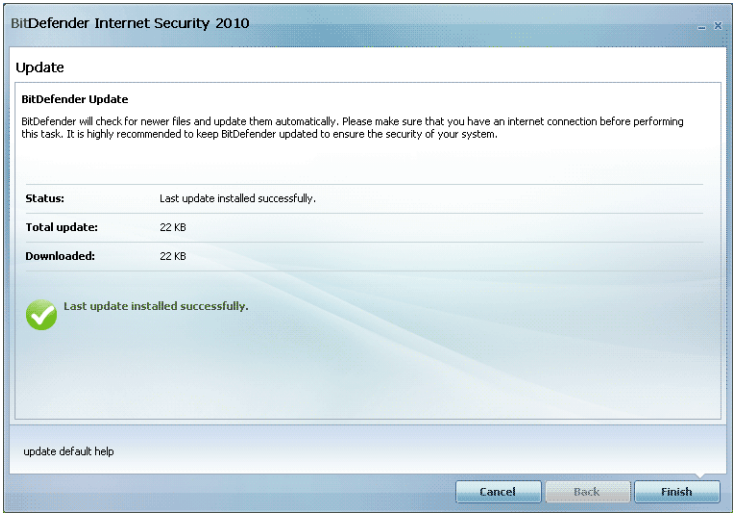
This is where you can find links to the most important security tasks:

- **Update Now** - starts an immediate update.
- **System Scan** - starts a full scan of your computer (archives excluded).
- **Deep System Scan** - starts a full scan of your computer (archives included).

14.2.1. Updating BitDefender

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures.

By default, BitDefender checks for updates when you turn on your computer and **every hour** after that. However, if you want to update BitDefender, just click **Update Now**. The update process will be initiated and the following window will appear immediately:


BitDefender Internet Security 2010
Update
BitDefender Update
BitDefender will check for newer files and update them automatically. Please make sure that you have an internet connection before performing this task. It is highly recommended to keep BitDefender updated to ensure the security of your system.
Status:
Last update installed successfully.
Total update:
22 KB
Downloaded:
22 KB
Last update installed successfully.
update default help
Cancel
Back
Finish

Updating BitDefender

In this window you can see the status of the update process.

The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, all vulnerabilities will be excluded.

If you want to close this window, just click **Cancel**. However, this will not stop the update process.

Note

If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request.

Restart the computer if required. In case of a major update, you will be asked to restart your computer. Click **Reboot** to immediately reboot your system.

If you want to reboot your system later, just click **OK**. We recommend that you reboot your system as soon as possible.

14.2.2. Scanning with BitDefender

To scan your computer for malware, run a particular scan task by clicking the corresponding button. The following table presents the available scan tasks, along with their description:

Task	Description
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Deep System Scan	Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.

Note

Since the **Deep System Scan** and **Full System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

When you run a scan, the Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete the scanning process. For detailed information about this wizard, please refer to "*Antivirus Scan Wizard*" (p. 52).

15. File Vault

BitDefender comes with a File Vault module that helps you keep your data not only safe, but confidential. To achieve this goal, use file encryption.

With this feature you can protect files by placing them in file vaults.

- The file vault is a secured storage space for personal information or sensitive files.
- The file vault is an encrypted file on your computer with the bvd extension. As it is encrypted, the data inside it is invulnerable to theft or to a security breach.
- When you mount this bvd file, a new logical partition (a new drive) will appear. It will be easier for you to understand this process if you think of a similar one: mounting an ISO image as virtual CD.

  Just open My Computer and you will see a new drive based on your file vault. You will be able to do file operations on it (copy, delete, change, etc). The files are protected as long as they reside on this drive (because a password is required for the mounting operation).

  When finished, lock (unmount) your vault in order to start protecting its content.

To enter the File Vault module, click the **File Vault** tab.

File Vault

The File Vault module consists of two sections:

- **Status Area** - Allows you to see the full list of monitored components. You can choose which of the components to be monitored. It is recommended to enable the monitoring option for all of them.
- **Quick Tasks** - This is where you can find links to the most important security tasks: adding, viewing, locking and removing file vaults.

15.1. Status Area

The current status of a component is indicated using explicit sentences and one of the following icons:

Green circle with a check mark: No issues affect the component.
Red circle with an exclamation mark: Issues affect the component.

The sentences describing issues are written in red. Just click the **Fix** button corresponding to a sentence to fix the reported issue. If an issue is not fixed on the spot, follow the wizard to fix it.

The status area in the File Vault tab offers information regarding the status of the **File Encryption** module.

If you want BitDefender to monitor File Encryption, click **Configure Status Tracking** and select the **Enable alerts** check box.

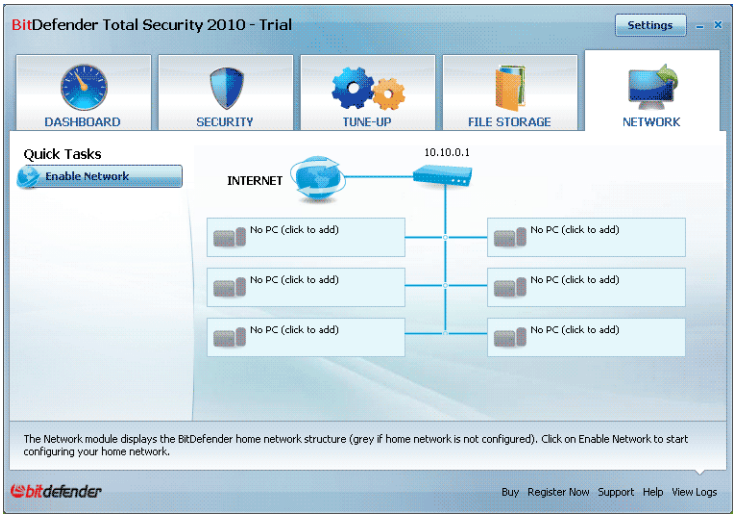
15.2. Quick Tasks

The following buttons are available:

- **Add File to Vault** - starts the wizard that allows you to store your important files / documents privately by encrypting them in special, vaulted drives. For more information, please refer to "*Add Files to Vault*" (p. 71).
- **Remove Vault Files** - starts the wizard that allows you to erase data from the file vault. For more information, please refer to "*Remove Vault Files*" (p. 76).
- **View File Vault** - starts the wizard that allows you to view the content of your file vaults. For more information, please refer to "*View File Vault*" (p. 81).
- **Lock File Vault** - starts the wizard that allows you to lock your vault in order to start protecting its content. For more information, please refer to "*Lock File Vault*" (p. 85).

16. Network

The Network module allows you to manage the BitDefender products installed on your home computers from a single computer. To enter the Network module, click the **Network** tab.


BitDefender Total Security 2010 - Trial
Settings
DASHBOARD
SECURITY
TUNE-UP
FILE STORAGE
NETWORK
Quick Tasks
Enable Network
INTERNET
10.10.0.1
No PC (click to add)
No PC (click to add)
No PC (click to add)
No PC (click to add)
No PC (click to add)
No PC (click to add)
The Network module displays the BitDefender home network structure (grey if home network is not configured). Click on Enable Network to start configuring your home network.
bitdefender
Buy Register Now Support Help View Logs

Network

To be able to manage the BitDefender products installed on your home computers, you must follow these steps:

1. Join the BitDefender home network on your computer. Joining the network consists in configuring an administrative password for the home network management.
2. Go to each computer you want to manage and join the network (set the password).
3. Go back to your computer and add the computers you want to manage.

16.1. Quick Tasks

Initially, one button is available only.

- **Enable Network** - allows you to set the network password, thus creating and joining the network.

After joining the network, several more buttons will appear.

- **Disable Network** - allows you to leave the network.
- **Add Computer** - allows you to add computers to your network.

- **Scan All** - allows you to scan all managed computers at the same time.
- **Update All** allows you to update all managed computers at the same time.
- **Register All** allows you to register all managed computers at the same time.

16.1.1. Joining the BitDefender Network

To join the BitDefender home network, follow these steps:

1. Click **Enable Network**. You will be prompted to configure the home management password.

BitDefender
Enter Home Network Password
A password is required in order to join or to create a network for security reasons. It will guard the access to your computer via the home network.
Password:
Retype password:
OK
Cancel

Configure Password

2. Type the same password in each of the edit fields.
3. Click **OK**.

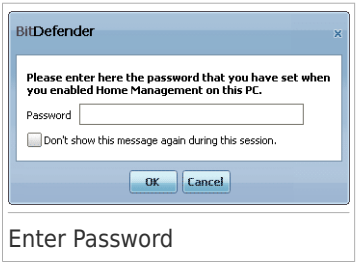
You can see the computer name appearing in the network map.

16.1.2. Adding Computers to the BitDefender Network

Before you can add a computer to the BitDefender home network, you must configure the BitDefender home management password on the respective computer.

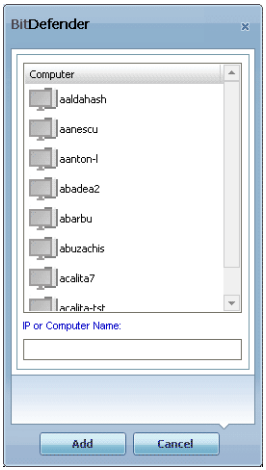
To add a computer to the BitDefender home network, follow these steps:

1. Click **Add Computer**. You will be prompted to provide the local home management password.


BitDefender
Please enter here the password that you have set when you enabled Home Management on this PC.
Password
Don't show this message again during this session.
OK
Cancel

Enter Password

2. Type the home management password and click **OK**. A new window will appear.

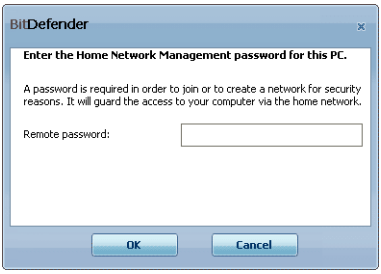


Add Computer

You can see the list of computers in the network. The icon meaning is as follows:

- Indicates an online computer with no BitDefender products installed.
- Indicates an online computer with BitDefender installed.
- Indicates an offline computer with BitDefender installed.

3. Do one of the following:
   - Select from the list the name of the computer to add.
   - Type the IP address or the name of the computer to add in the corresponding field.
4. Click **Add**. You will be prompted to enter the home management password of the respective computer.


BitDefender
Enter the Home Network Management password for this PC.
A password is required in order to join or to create a network for security reasons. It will guard the access to your computer via the home network.
Remote password:
OK
Cancel

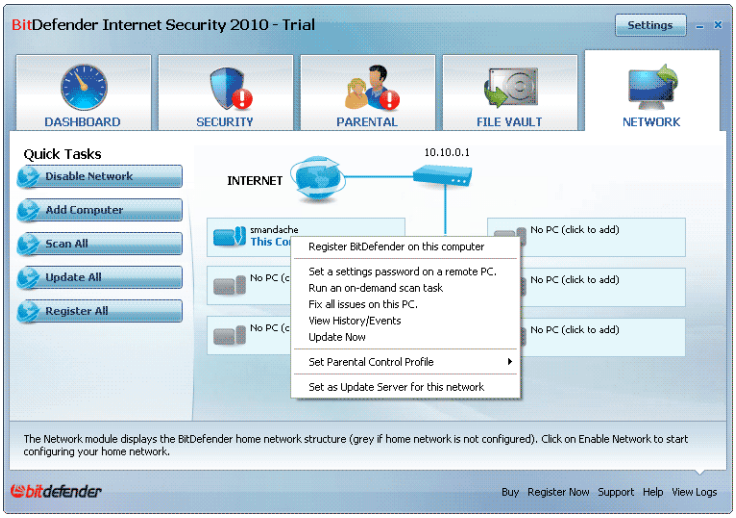
Authenticate

5. Type the home management password configured on the respective computer.
6. Click **OK**. If you have provided the correct password, the selected computer name will appear in the network map.

Note
You can add up to five computers to the network map.

16.1.3. Managing the BitDefender Network

Once you have successfully created a BitDefender home network, you can manage all BitDefender products from a single computer.



Network Map

If you move the mouse cursor over a computer from the network map, you can see brief information about it (name, IP address, number of issues affecting the system security, BitDefender registration status).

If you right-click a computer name in the network map, you can see all the administrative tasks you can run on the remote computer.

- **Remove PC from home network**

  Allows you to remove a PC from the network.

- **Register BitDefender on this computer**

  Allows you to register BitDefender on this computer by entering a license key.

- **Set a settings password on a remote PC**

  Allows you to create a password to restrict access to BitDefender settings on this PC.

- **Run an on-demand scan task**

  Allows you to run an on-demand scan on the remote computer. You can perform any of the following scan tasks: My Documents Scan, System Scan or Deep System Scan.

- **Fix all issues on this PC**

Allows you to fix the issues that are affecting the security of this computer by following the Fix All Issues wizard.

- **View History/Events**

  Allows you access to the **History&Events** module of the BitDefender product installed on this computer.

- **Update Now**

  Intitiates the Update process for the BitDefender product installed on this computer.

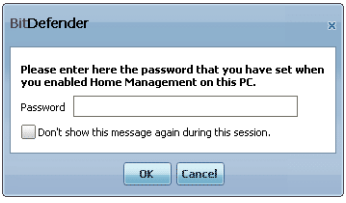
- **Set Parental Control Profile**

  Allows you to set the age category to be used by the Parental Control web filter on this computer: child, teenager or adult.

- **Set as Update Server for this network**

  Allows you to set this computer as update server for all BitDefender products installed on the computers in this network. Using this option will reduce internet traffic, because only one computer in the network will connect to the internet to download updates.

Before running a task on a specific computer, you will be prompted to provide the local home management password.


BitDefender
Please enter here the password that you have set when you enabled Home Management on this PC.
Password
Don't show this message again during this session.
OK
Cancel

Enter Password

Type the home management password and click **OK**.

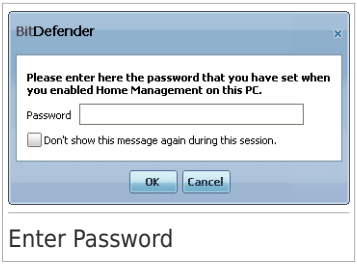
Note

If you plan to run several tasks, you might want to select **Don't show this message again during this session**. By selecting this option, you will not be prompted again for this password during the current session.

16.1.4. Scanning All Computers

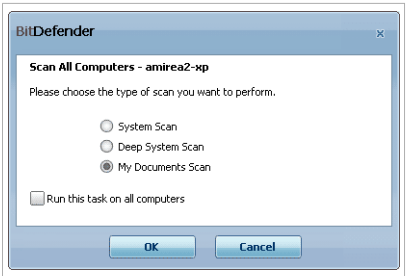
To scan all managed computers, follow these steps:

1. Click **Scan All**. You will be prompted to provide the local home management password.


BitDefender
Please enter here the password that you have set when you enabled Home Management on this PC.
Password
Don't show this message again during this session.
OK
Cancel

Enter Password

2. Select a scan type.
   - **System Scan** - starts a full scan of your computer (archives excluded).
   - **Deep System Scan** - starts a full scan of your computer (archives included).
   - **My Documents Scan** - starts a quick scan of your documents and settings.



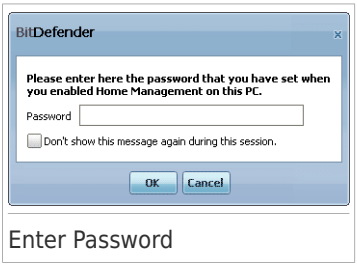
Select Scan Type

3. Click **OK**.

16.1.5. Updating All Computers

To update all managed computers, follow these steps:

1. Click **Update All**. You will be prompted to provide the local home management password.


BitDefender
Please enter here the password that you have set when you enabled Home Management on this PC.
Password
Don't show this message again during this session.
OK
Cancel

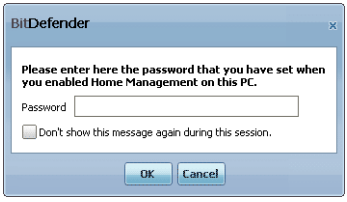
Enter Password

2. Click **OK**.

16.1.6. Registering All Computers

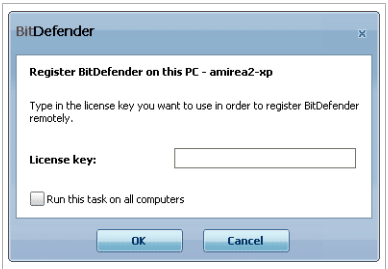
To register all managed computers, follow these steps:

1. Click **Register All**. You will be prompted to provide the local home management password.


BitDefender
Please enter here the password that you have set when you enabled Home Management on this PC.
Password
Don't show this message again during this session.
OK
Cancel

Enter Password

2. Enter the key you want to register with.


BitDefender
Register BitDefender on this PC - amirea2-xp
Type in the license key you want to use in order to register BitDefender remotely.
License key:
Run this task on all computers
OK
Cancel

Register All

3. Click **OK**.

Expert Mode

17. General

The General module provides information on the BitDefender activity and the system. Here you can also change the overall behavior of BitDefender.

17.1. Dashboard

To see if any issues affect your computer, as well as product activity statistics and your registration status, go to **General>Dashboard** in Expert Mode.

Dashboard

The dashboard consists of several sections:

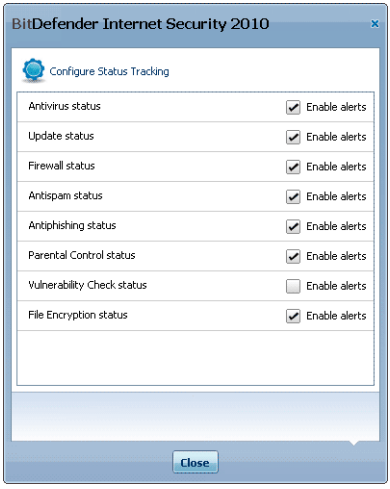
- **Overall Status** - Informs you of any issues affecting the security of your computer.
- **Statistics** - Displays important information regarding the BitDefender activity.
- **Overview** - Displays the update status, your account status, registration and license information.
- **File Activity** - Indicates the evolution of the number of objects scanned by BitDefender Antimalware. The height of the bar indicates the intensity of the traffic during that time interval.

- **Network Activity** - Indicates the evolution of the network traffic filtered by BitDefender Firewall. The height of the bar indicates the intensity of the traffic during that time interval.

17.1.1. Overall Status

This is where you can find out the number of issues that are affecting the security of your computer. To remove all threats, click **Fix All Issues**. This will start the Fix All Issues wizard.

To configure which modules will be tracked by BitDefender Internet Security 2010, click **Configure Status Tracking**. A new window will appear:



Configure Status Tracking

If you want BitDefender to monitor a component, select the **Enable alerts** check box for the.component. The status of the following security components can be tracked by BitDefender:

- **Antivirus** - BitDefender monitors the status of the two components of the Antivirus feature: real-time protection and an on-demand scan.

  The most common issues reported for this component are listed in the following table.

Issue	Description
Real-time protection is disabled	Files are not scanned as they are accessed by you or by an application running on this system.

Issue	Description
You have never scanned your computer for malware	An on demand system scan was never performed to check if files stored on your computer are malware free.
The last system scan you started was aborted before it finished	A full system scan was started but not completed.
Antivirus is in a critical state	Real-time protection is disabled and a system scan is overdue.

- **Update** - BitDefender monitors if the malware signatures are up-to-date.

  The most common issues reported for this component are listed in the following table.

Issue	Description
Automatic Update is disabled	The malware signatures of your BitDefender product are not being automatically updated on a regular basis.
The update has not been performed for x days	The malware signatures of your BitDefender product are outdated.

- **Firewall** - BitDefender monitors the status of the Firewall feature. If it is not enabled, the issue **Firewall is disabled** will be reported.
- **Antispam** - BitDefender monitors the status of the Antispam feature. If it is not enabled, the issue **Antispam is disabled** will be reported.
- **Antiphishing** - BitDefender monitors the status of the Antiphishing feature. If it is not enabled for all supported applications, the issue **Antiphishing is disabled** will be reported.
- **Parental Control** - BitDefender monitors the status of the Parental Control feature. If it is not enabled, the issue **Parental Control is not configured** will be reported.
- **Vulnerability Check** - BitDefender keeps track of the Vulnerability Check feature. Vulnerability Check lets you know if you need to install any Windows updates, application updates or if you need to strengthen any passwords.

  The most common issues reported for this component are listed in the following table.

Status	Description
Vulnerability Check is disabled	BitDefender does not check for potential vulnerabilities regarding missing Windows updates, application updates or weak passwords.
Multiple vulnerabilities were detected	BitDefender found missing Windows/application updates and/or weak passwords.
Critical Microsoft updates	Critical Microsoft updates are available but not installed.
Other Microsoft updates	Non-critical Microsoft updates are available but not installed.
Windows Automatic Updates are disabled	Windows security updates are not being automatically installed as soon as they become available.
`Application` (outdated)	A new version of the `Application` is available but not installed.
`User` (Weak Password)	A user password is easy to crack by malicious people with specialized software.

- **File Encryption** monitors the status of the File Vault. If it is not enabled, the issue **File Encryption is disabled** will be reported.

Important
To ensure that your system is fully protected please enable tracking for all components and fix all reported issues.

17.1.2. Statistics

If you want to keep an eye on the BitDefender activity, a good place to start is the Statistics section. You can see the following items:

Item	Description
Scanned files	Indicates the number of files that were checked for malware at the time of your last scan.
Disinfected files	Indicates the number of files that were disinfected at the time of your last scan.
Infected files detected	Indicates the number of infected files that were found on your system at the time of your last scan.
Last system scan	Indicates when your computer was last scanned. If the last scan was performed more than a week before, please

Item	Description
	scan your computer as soon as possible. To scan the entire computer, go to **Antivirus**, Virus Scan tab, and run either Full System Scan or Deep System Scan.
Next scan	Indicates the next time when your computer is going to be scanned.

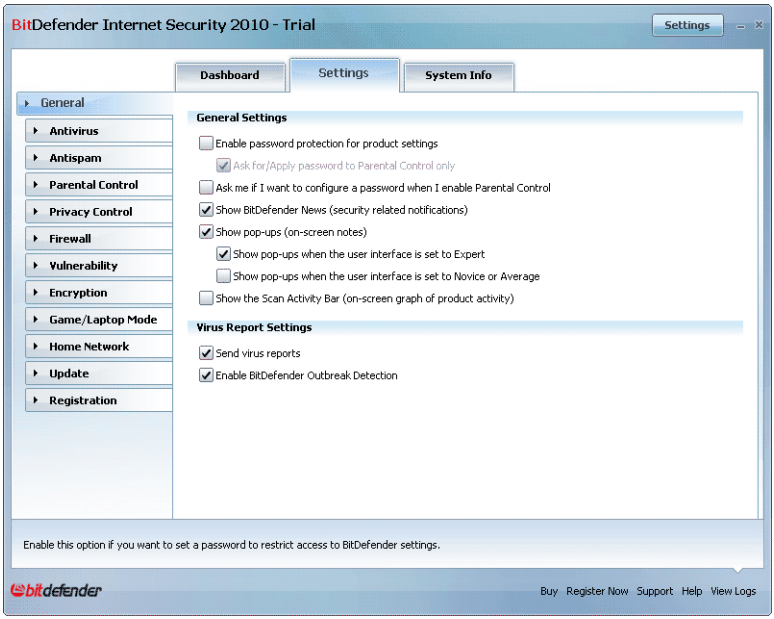
17.1.3. Overview

This is where you can see the update status, your account status, registration and license information.

Item	Description
Last update	Indicates when your BitDefender product was last updated. Please perform regular updates in order to have a fully protected system.
BitDefender account	Indicates the e-mail address that you can use to access your on-line account to recover your lost BitDefender license key and to benefit from BitDefender support and other customized services. You must create a BitDefender account in order to activate your product. To find out information about the BitDefender account, please refer to "*Registration and My Account*" (p. 47).
Registration	Indicates your license key type and status. To keep your system safe you must renew or upgrade BitDefender if your key has expired.
Expires in	Indicates the number of days left until the license key expires. If your license key expires within the following days, please register the product with a new license key. To purchase a license key or to renew your license, click the **Buy/Renew** link, located at the bottom of the window.

17.2. Settings

To configure general settings for BitDefender and to manage its settings, go to **General>Settings** in Expert Mode.


BitDefender Internet Security 2010 - Trial
Settings
Dashboard
Settings
System Info
General
Antivirus
Antispam
Parental Control
Privacy Control
Firewall
Vulnerability
Encryption
Game/Laptop Mode
Home Network
Update
Registration
General Settings
Enable password protection for product settings
Ask for/Apply password to Parental Control only
Ask me if I want to configure a password when I enable Parental Control
Show BitDefender News (security related notifications)
Show pop-ups (on-screen notes)
Show pop-ups when the user interface is set to Expert
Show pop-ups when the user interface is set to Novice or Average
Show the Scan Activity Bar (on-screen graph of product activity)
Virus Report Settings
Send virus reports
Enable BitDefender Outbreak Detection
Enable this option if you want to set a password to restrict access to BitDefender settings.
bitdefender
Buy Register Now Support Help View Logs

General Settings

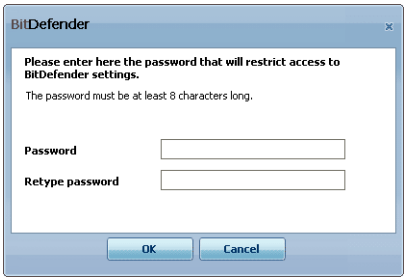
Here you can set the overall behavior of BitDefender. By default, BitDefender is loaded at Windows startup and then runs minimized in the taskbar.

17.2.1. General Settings

- **Enable password protection for product settings** - enables setting a password in order to protect the BitDefender configuration.

  Note
  If you are not the only person with administrative rights using this computer, it is recommended that you protect your BitDefender settings with a password.

  If you select this option, the following window will appear:



Enter password

Type the password in the **Password** field, re-type it in the **Retype password** field and click **OK**.

Once you have set the password, you will be asked for it whenever you want to change the BitDefender settings. The other system administrators (if any) will also have to provide this password in order to change the BitDefender settings.

If you want to be prompted for the password only when configuring Parental Control, you must also select **Ask for/Apply password to Parental Control only**. On the other hand, if a password was set only for Parental Control and you uncheck this option, the respective password will be requested when configuring any BitDefender option.

Important
If you forgot the password you will have to repair the product in order to modify the BitDefender configuration.

- **Ask me if I want to configure a password when I enable Parental Control** - prompts you to configure a password when you want to enable Parental Control and no password is set. By setting a password, you will prevent other users with administrative rights from changing the Parental Control settings that you configured for a specific user.
- **Show BitDefender News (security related notifications)** - shows from time to time security notifications regarding virus outbreaks, sent by the BitDefender server.
- **Show pop-ups (on-screen notes)** - shows pop-up windows regarding the product status. You can configure BitDefender to display pop-ups only when the interface is in Novice / Intermediate Mode or the Expert Mode.
- **Show the Scan Activity bar (on screen graph of product activity)** - displays the Scan Activity bar whenever you log on to Windows. Clear this check box if you do not want the Scan Activity bar to be displayed anymore.

Scan Activity Bar

Note

This option can be configured only for the current Windows user account. The Scan activity bar is only available when the interface is in Expert Mode.

17.2.2. Virus Report Settings

- **Send virus reports** - sends to the BitDefender Labs reports regarding viruses identified in your computer. It helps us keep track of virus-outbreaks.

  The reports will contain no confidential data, such as your name, IP address or others, and will not be used for commercial purposes. The information supplied will contain only the virus name and will be used solely to create statistic reports.

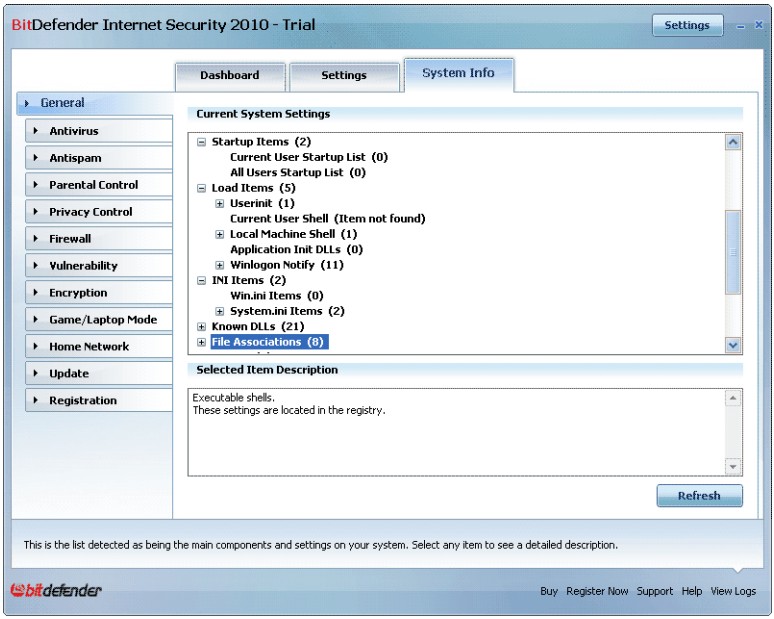
- **Enable BitDefender Outbreak Detection** - sends to the BitDefender Labs reports regarding potential virus-outbreaks.

  The reports will contain no confidential data, such as your name, IP address or others, and will not be used for commercial purposes. The information supplied will contain only the potential virus and will be used solely to detect new viruses.

17.3. System Information

BitDefender allows you to view, from a single location, all system settings and the applications registered to run at startup. In this way, you can monitor the activity of the system and of the applications installed on it as well as identify possible system infections.

To obtain system information, go to **General>System Info** in Expert Mode.



System Information

The list contains all the items loaded when starting the system as well as the items loaded by different applications.

Three buttons are available:

- **Restore** - changes a current file association to default. Available for the **File Associations** settings only!
- **Go to** - opens a window where the selected item is placed (the **Registry** for example).

  Note
  Depending on the selected item, the **Go to** button may not appear.

- **Refresh** - re-opens the **System Info** section.

18. Antivirus

BitDefender protects your computer from all kinds of malware (viruses, Trojans, spyware, rootkits and so on). The protection BitDefender offers is divided into two categories:

- Real-time protection - prevents new malware threats from entering your system. BitDefender will, for example, scan a word document for known threats when you open it, and an e-mail message when you receive one.

  Note
  Real-time protection is also referred to as on-access scanning - files are scanned as the users access them.

- On-demand scanning - allows detecting and removing the malware that already resides in the system. This is the classic scan initiated by the user - you choose what drive, folder or file BitDefender should scan, and BitDefender scans it - on-demand. The scan tasks allow you to create customized scanning routines and they can be scheduled to run on a regular basis.

18.1. Real-time Protection

BitDefender provides continuous, real-time protection against a wide range of malware threats by scanning all accessed files, e-mail messages and the communications through Instant Messaging Software applications (ICQ, NetMeeting, Yahoo Messenger, MSN Messenger). BitDefender Antiphishing prevents you from disclosing personal information while browsing the Internet by alerting you about potential phishing web pages.

To configure real-time protection and BitDefender Antiphishing, go to **Antivirus>Shield** in Expert Mode.

Real-time Protection

You can see whether Real-time protection is enabled or disabled. If you want to change the Real-time protection status, clear or select the corresponding check box.

Important
To prevent viruses from infecting your computer keep **Real-time protection** enabled.

To start a system scan, click **Scan Now**.

18.1.1. Configuring Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 3 protection levels:

Protection level	Description
Permissive	Covers basic security needs. The resource consumption level is very low.

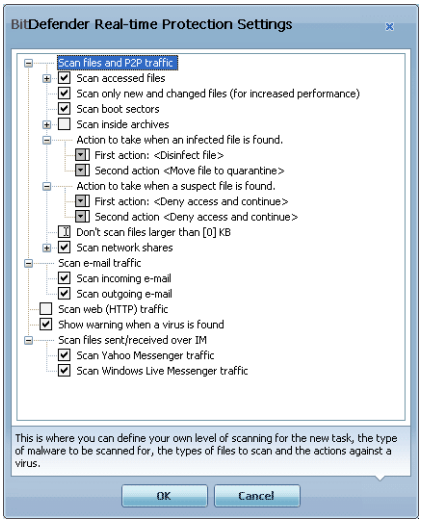
Protection level	Description
	Only programs and incoming mail messages are scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: disinfect file/move file to quarantine.
Default	Offers standard security. The resource consumption level is low. All files and incoming&outgoing mail messages are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: disinfect file/move file to quarantine.
Aggressive	Offers high security. The resource consumption level is moderate. All files, incoming&outgoing mail messages and web traffic are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used. The actions taken on infected files are the following: disinfect file/move file to quarantine.

To apply the default real-time protection settings click **Default Level**.

18.1.2. Customizing Protection Level

Advanced users might want to take advantage of the scan settings BitDefender offers. The scanner can be set to scan only specific file extensions, to search for specific malware threats or to skip archives. This may greatly reduce scanning times and improve your computer's responsiveness during a scan.

You can customize the **Real-time protection** by clicking **Custom level**. The following window will appear:



Shield Settings

The scan options are organized as an expandable menu, very similar to those used for exploration in Windows. Click the box with "+" to open an option or the box with "-" to close an option.

Note

You can observe that some scan options, although the "+" sign appears, cannot be opened. The reason is that these options weren't selected yet. You will observe that if you select them, they can be opened.

- **Scan accessed files and P2P transfers options** - scans the accessed files and the communications through Instant Messaging Software applications (ICQ, NetMeeting, Yahoo Messenger, MSN Messenger). Further on, select the type of the files you want to be scanned.

Option		Description
Scan accessed files	**Scan all files**	All the accessed files will be scanned, regardless of their type.
	Scan applications only	Only the program files will be scanned. This means only the files with the following extensions: `.exe`; `.bat`; `.com`; `.dll`; `.ocx`; `.scr`; `.bin`; `.dat`; `.386`; `.vxd`; `.sys`; `.wdm`; `.cla`; `.class`; `.ovl`; `.ole`; `.exe`; `.hlp`;

Option		Description
		.doc; .dot; .xls; .ppt; .wbk; .wiz; .pot; .ppa; .xla; .xlt; .vbs; .vbe; .mdb; .rtf; .htm; .hta; .html; .xml; .xtp; .php; .asp; .js; .shs; .chm; .lnk; .pif; .prc; .url; .smm; .pdf; .msi; .ini; .csc; .cmd; .bas; .eml and .nws.
	Scan user defined extensions	Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";".
	Scan for riskware	Scans for riskware. Detected files will be treated as infected. The software that includes adware components might stop working if this option is enabled. Select **Skip dialers and applications from scan** and/or **Skip keyloggers from scan** if you want to exclude these kinds of files from scanning.
Scan only new and changed files		Scans only files that have not been scanned before or that have been changed since the last time they were scanned. By selecting this option, you may greatly improve overall system responsiveness with a minimum trade-off in security.
Scan boot sectors		Scans the system's boot sector.
Scan inside archives		The accessed archives will be scanned. With this option on, the computer will slow down. You can set the maximum size of archives to be scanned (in kilobytes, type 0 if you want all archives to be scanned) and the maximum archive depth to scan.
First action		Select from the drop-down menu the first action to take on infected and suspicious files.
	Deny access and continue	In case an infected file is detected, the access to this will be denied.
	Disinfect file	Removes the malware code from infected files.
	Delete file	Deletes infected files immediately, without any warning.

Option		Description
	Move file to quarantine	Moves infected files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
Second action		Select from the drop-down menu the second action to take on infected files, in case the first action fails.
	Deny access and continue	In case an infected file is detected, the access to this will be denied.
	Delete file	Deletes infected files immediately, without any warning.
	Move file to quarantine	Moves infected files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
Don't scan files greater than [x] Kb		Type in the maximum size of the files to be scanned. If the size is 0 Kb, all files will be scanned, regardless their size.
Scan network shares	**Scan all files**	All the files accessed from the network will be scanned, regardless of their type.
	Scan applications only	Only the program files will be scanned. This means only the files with the following extensions: `.exe`; `.bat`; `.com`; `.dll`; `.ocx`; `.scr`; `.bin`; `.dat`; `.386`; `.vxd`; `.sys`; `.wdm`; `.cla`; `.class`; `.ovl`; `.ole`; `.exe`; `.hlp`; `.doc`; `.dot`; `.xls`; `.ppt`; `.wbk`; `.wiz`; `.pot`; `.ppa`; `.xla`; `.xlt`; `.vbs`; `.vbe`; `.mdb`; `.rtf`; `.htm`; `.hta`; `.html`; `.xml`; `.xtp`; `.php`; `.asp`; `.js`; `.shs`; `.chm`; `.lnk`; `.pif`; `.prc`; `.url`; `.smm`; `.pdf`; `.msi`; `.ini`; `.csc`; `.cmd`; `.bas`; `.eml` and `.nws`.
	Scan user defined extensions	Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";".

- **Scan e-mail traffic** - scans the e-mail traffic.

  The following options are available:

Option	Description
Scan incoming e-mail	Scans all incoming e-mail messages.
Scan outgoing e-mail	Scans all outgoing e-mail messages.

- **Scan web (HTTP) traffic** - scans the http traffic.
- **Show warning when a virus is found** - opens an alert window when a virus is found in a file or in an e-mail message.

  For an infected file the alert window will contain the name of the virus, the path to it, the action taken by BitDefender and a link to the BitDefender site where you can find more information about it. For an infected e-mail the alert window will contain also information about the sender and the receiver.

  In case a suspicious file is detected you can launch a wizard from the alert window that will help you to send that file to the BitDefender Lab for further analysis. You can type in your e-mail address to receive information regarding this report.
- **Scan files received/sent over IM.** To scan the files you receive or send using Yahoo Messenger or Windows Live Messenger, select the corresponding check boxes.

Click **OK** to save the changes and close the window.

18.1.3. Configuring Active Virus Control Settings

BitDefender Active Virus Control (AVC) provides a layer of protection against new threats for which signatures have not yet been released. It constantly monitors and analyses the behavior of the applications running on your computer and alerts you if an application has a suspicious behavior.

The AVC can be configured to alert you and prompt you for action whenever an application tries to perform a possible malicious action.

BitDefender Active Virus Control
BitDefender has blocked
a potentially malicious or infected application.
HIPS EICAR
Application: E:\Munci\midas\midas\32\mdeicar.exe
Remember this action for this application
BitDefender detected this application as possibly malicious based on its behavior. If this is a known and trusted application, click "Allow". If not, click "OK".
Allow
OK

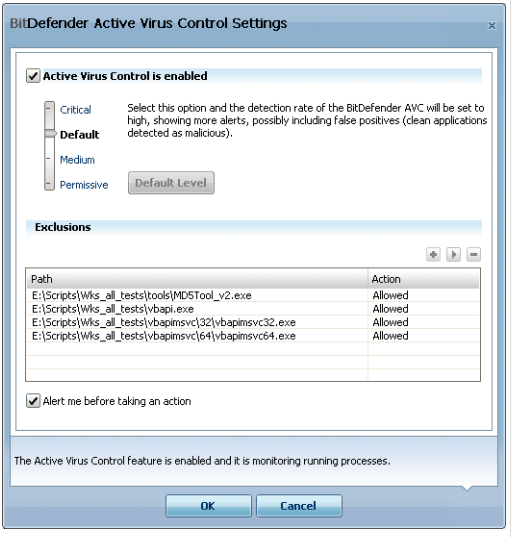
BitDefender AVC Alert

If you know and trust the detected application, click **Allow**.

If you want to immediately close the application, click **OK**.

Select the **Rememeber this action for this application** check box before making your choice and BitDefender will take the same action for the detected application in the future. The rule that is thus created will be listed in the table under **Exclusions**.

To configure the Active Virus Control, click **BD AVC Settings**.



BitDefender AVC Settings

Select the corresponding check box to enable Active Virus Control.

Important

Keep the Active Virus Control enabled in order to be protected against unknown viruses.

If you want to be alerted and prompted for action by Active Virus Control whenever an application tries to perform a possible malicious action, select the **Ask me before taking an action** check box.

Configuring the Protection Level

The AVC protection level automatically changes when you set a new real-time protection level. If you are not satisfied with the default setting, you can manually configure the protection level.

Note

Keep in mind that if you change the current real-time protection level, the AVC protection level will change accordingly. If you set real-time protection to **Permissive**, the BitDefender Active Virus Control is automatically disabled and you cannot configure it.

Drag the slider along the scale to set the protection level that best fits your security needs.

Protection level	Description
Critical	Strict monitoring of all applications for possible malicious actions.
Default	Detection rates are high and false positives are possible.
Medium	Application monitoring is moderate, some false positives are still possible.
Permissive	Detection rates are low and there are no false positives.

Managing the List of Trusted / Untrusted Applications

You can add applications you know and trust to the list of trusted applications. These applications will no longer be checked by the BitDefender Active Virus Control and will automatically be allowed access. Similarly, applications you wish to always deny access to can be added to the list of untrusted applications and BitDefender Active Virus Control will automatically block them.

The applications for which you have created rules are listed in the table under **Exclusions**. The path to the application and the action you have set for it (Allowed or Blocked) is displayed for each rule.

To manage the list, use the buttons placed above the table:

- **Add** - add a new application to the list.

- **Remove** - remove an application from the list.
- **Edit** - edit an application rule.

18.1.4. Disabling Real-time Protection

If you want to disable real-time protection, a warning window will appear. You must confirm your choice by selecting from the menu how long you want the real-time protection to be disabled. You can disable real-time protection for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.

Warning

This is a critical security issue. We recommend you to disable real-time protection for as little time as possible. If real-time protection is disabled, you will not be protected against malware threats.

18.1.5. Configuring Antiphishing Protection

BitDefender provides real-time antiphishing protection for:

- Internet Explorer
- Mozilla Firefox
- Yahoo! Messenger
- Windows Live (MSN) Messenger

You can choose to disable the antiphishing protection completely or for specific applications only.

You can click **White List** to configure and manage a list of web sites that should not be scanned by BitDefender Antiphishing engines.

BitDefender Internet Security 2010
White List
This is the list of URLs that will not be filtered by BitDefender Antiphishing engines.
The URLs entered in the Whitelist will not be checked by the BitDefender Antiphishing engines. You will not be warned about any threats existing on these pages.
Add URL:
Add
Website
This is where you can define a list of websites (URLs) that should not be checked by BitDefender Antiphishing engines.
Close
Save

Antiphishing White List

You can see the web sites that BitDefender does not currently check for phishing content.

To add a new web site to the white list, type its url address in the **New address** field and click **Add**. The white list should contain only web sites you fully trust. For example, add the web sites where you currently shop online.

Note

You can easily add web sites to the white list from the BitDefender Antiphishing toolbar integrated into your web browser. For more information, please refer to *"Integration into Web Browsers"* (p. 275).

If you want to remove a web site from the white list, click the corresponding **Remove** button.

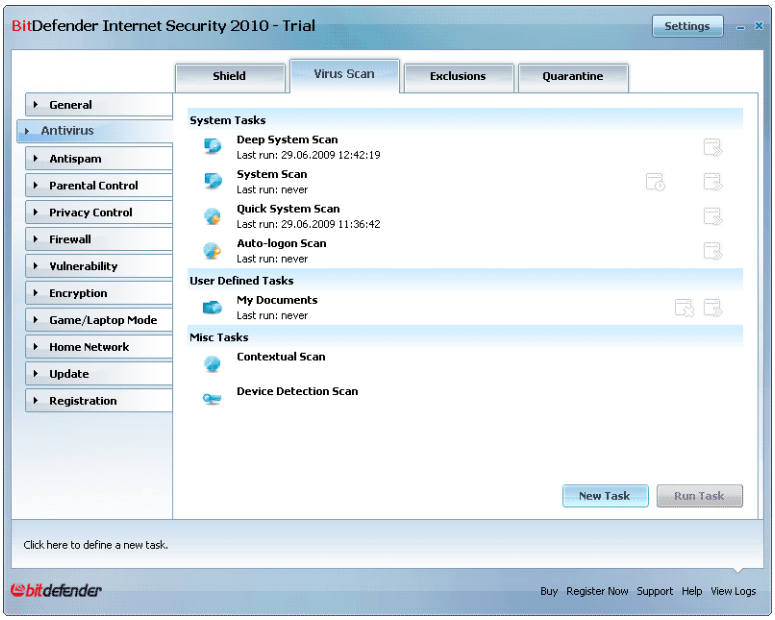
Click **Save** to save the changes and close the window.

18.2. On-demand Scanning

The main objective for BitDefender is to keep your computer clean of viruses. This is first and foremost done by keeping new viruses out of your computer and by scanning your e-mail messages and any new files downloaded or copied to your system.

There is a risk that a virus is already lodged in your system, before you even install BitDefender. This is why it's a very good idea to scan your computer for resident viruses after you've installed BitDefender. And it's definitely a good idea to frequently scan your computer for viruses.

To configure and initiate on-demand scanning, go to **Antivirus>Virus Scan** in Expert Mode.



Scan Tasks

On-demand scanning is based on scan tasks. Scan tasks specify the scanning options and the objects to be scanned. You can scan the computer whenever you want by running the default tasks or your own scan tasks (user-defined tasks). You can also schedule them to run on a regular basis or when the system is idle so as not to interfere with your work

18.2.1. Scan Tasks

BitDefender comes with several tasks, created by default, which cover common security issues. You can also create your own customized scan tasks.

Each task has a **Properties** window that allows you to configure the task and to see the scan results. For more information, please refer to *"Configuring Scan Tasks" (p. 135)*.

There are three categories of scan tasks:

- **System tasks** - contains the list of default system tasks. The following tasks are available:

Default Task	Description
Deep System Scan	Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.
Quick System Scan	Scans the `Windows` and `Program Files` folders. In the default configuration, it scans for all types of malware, except for rootkits, but it does not scan memory, the registry or cookies.
Auto-logon Scan	Scans the items that are run when a user logs on to Windows. By default, the autologon scan is disabled. If you want to use this task, right-click it, select **Schedule** and set the task to run **at system startup**. You can specify how long after the startup the task should start running (in minutes).

Note

Since the **Deep System Scan** and **System Scan** tasks analyze the entire system, the scanning may take a while. Therefore, we recommend you to run these tasks on low priority or, better, when your system is idle.

- **User tasks** - contains the user-defined tasks.

  A task called `My Documents` is provided. Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.

- **Misc tasks** - contains a list of miscellaneous scan tasks. These scan tasks refer to alternative scanning types that cannot be run from this window. You can only modify their settings or view the scan reports.

Three buttons are available to the right of each task:

- **Schedule** - indicates that the selected task is scheduled for later. Click this button to open the **Properties** window, Scheduler tab, where you can see the task schedule and modify it.

- **Delete** - removes the selected task.

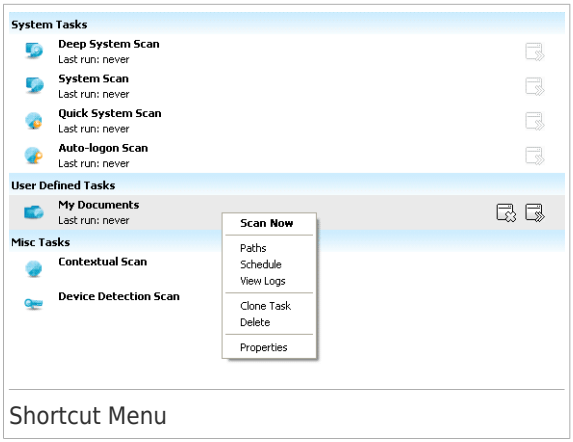
> **Note**
> Not available for system tasks. You cannot remove a system task.

- **Scan Now** - runs the selected task, initiating an immediate scan.

To the left of each task you can see the **Properties** button, that allows you to configure the task and view the scan logs.

18.2.2. Using Shortcut Menu

A shortcut menu is available for each task. Right-click the selected task to open it.



Shortcut Menu

The following commands are available on the shortcut menu:

- **Scan Now** - runs the selected task, initiating an immediate scan.
- **Paths** - opens the **Properties** window, Paths tab, where you can change the scan target of the selected task.

> **Note**
> In the case of system tasks, this option is replaced by **Show Scan Paths**, as you can only see their scan target.

- **Schedule** - opens the **Properties** window, Scheduler tab, where you can schedule the selected task.
- **View Logs** - opens the **Properties** window, Logs tab, where you can see the reports generated after the selected task was run.

- **Clone task** - duplicates the selected task. This is useful when creating new tasks, as you can modify the settings of the task duplicate.
- **Delete** - deletes the selected task.

Note
Not available for system tasks. You cannot remove a system task.

- **Properties** - opens the **Properties** window, Overview tab, where you can change the settings of the selected task.

Note
Due to the particular nature of the **Misc Tasks** category, only the **View Logs** and **Properties** options are available in this case.

18.2.3. Creating Scan Tasks

To create a scan task, use one of the following methods:

- Clone an existing task, rename it and make the necessary changes in the Properties window.
- Click **New Task** to create a new task and configure it.

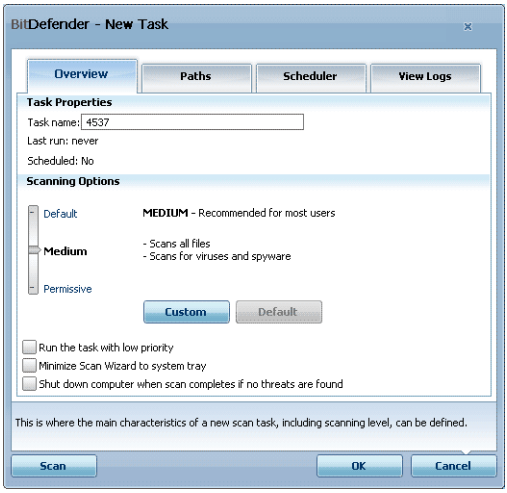
18.2.4. Configuring Scan Tasks

Each scan task has its own **Properties** window, where you can configure the scan options, set the scan target, schedule the task or see the reports. To open this window click the **Properties** button to the left of the task (or right-click the task and then click **Properties**).

Note
For more information on viewing logs and the **Logs** tab, please refer to "*Viewing Scan Logs*" (p. 154).

Configuring Scan Settings

To configure the scanning options of a specific scan task, right-click it and select **Properties**. The following window will appear:



Overview

Here you can see information about the task (name, last run and schedule status) and set the scan settings.

Choosing Scan Level

You can easily configure the scan settings by choosing the scan level. Drag the slider along the scale to set the appropriate scan level.

There are 3 scan levels:

Protection level	Description
Permissive	Offers reasonable detection efficiency. The resource consumption level is low. Only programs are scanned for viruses. Besides the classical signature-based scan, the heuristic analysis is also used.
Default	Offers good detection efficiency. The resource consumption level is moderate. All files are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used.
High	Offers high detection efficiency. The resource consumption level is high.

Protection level	Description
	All files and archives are scanned for viruses and spyware. Besides the classical signature-based scan, the heuristic analysis is also used.

A series of general options for the scanning process are also available:

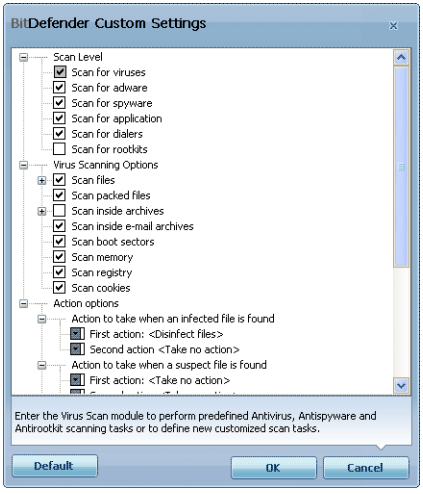
- **Run the task with Low priority.** Decreases the priority of the scan process. You will allow other programs to run faster and increase the time needed for the scan process to finish.
- **Minimize Scan Wizard to tray.** Minimizes the scan window to the system tray. Double-click the BitDefender icon to open it.
- **Shut down the computer when scan completes if no threats are found**

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

Customizing Scan Level

Advanced users might want to take advantage of the scan settings BitDefender offers. The scanner can be set to scan only specific file extensions, to search for specific malware threats or to skip archives. This may greatly reduce scanning times and improve your computer's responsiveness during a scan.

Click **Custom** to set your own scan options. A new window will appear.



Scan Settings

The scan options are organized as an expandable menu, very similar to those used for exploration in Windows. Click the box with "+" to open an option or the box with "-" to close an option.

The scan options are grouped into 3 categories:

- **Scan Level.** Specify the type of malware you want BitDefender to scan for by selecting the appropriate options from the **Scan Level** category.

Option	Description
Scan for viruses	Scans for known viruses. BitDefender detects incomplete virus bodies, too, thus removing any possible threat that could affect your system's security.
Scan for adware	Scans for adware threats. Detected files will be treated as infected. The software that includes adware components might stop working if this option is enabled.
Scan for spyware	Scans for known spyware threats. Detected files will be treated as infected.
Scan for application	Scan for legitimate applications that can be used as a spying tool, to hide malicious applications or for other malicious intent.
Scan for dialers	Scans for applications dialing high-cost numbers. Detected files will be treated as infected. The software that includes dialer components might stop working if this option is enabled.
Scan for rootkits	Scans for hidden objects (files and processes), generally known as rootkits.

- **Virus scanning options.** Specify the type of objects to be scanned (file types, archives and so on) by selecting the appropriate options from the **Virus scanning options** category.

Option		Description
Scan files	**Scan all files**	All files are scanned, regardless of their type.
	Scan program files only	Only the program files will be scanned. This means only the files with the following extensions: `exe`; `bat`; `com`; `dll`; `ocx`; `scr`; `bin`; `dat`; `386`; `vxd`; `sys`; `wdm`; `cla`; `class`; `ovl`; `ole`; `exe`; `hlp`; `doc`; `dot`; `xls`; `ppt`;

Option		Description
		wbk; wiz; pot; ppa; xla; xlt; vbs; vbe; mdb; rtf; htm; hta; html; xml; xtp; php; asp; js; shs; chm; lnk; pif; prc; url; smm; pdf; msi; ini; csc; cmd; bas; eml and nws.
	Scan user defined extensions	Only the files with the extensions specified by the user will be scanned. These extensions must be separated by ";".
Scan packed files		Scans packed files.
Scan inside archives		Scans inside regular archives, such as .zip, .rar, .ace, .iso and others. Select the **Scan installers and chm archives** check box if you want these types of files to be scanned. Scanning archived files increases the scanning time and requires more system resources. You can set the maximum size of the archives to be scanned in kilobytes (KB) by typing the size in this field **Limit scanned archive size to**.
Scan inside e-mail archives		Scans inside mail archives.
Scan boot sectors		Scans the system's boot sector.
Scan memory		Scans the memory for viruses and other malware.
Scan registry		Scans registry entries.
Scan cookies		Scans cookie files.

- **Action options.** Specify the actions to be taken on each category of detected files using the options in this category.

Note

To set a new action, click the current **First action** and select the desired option from the menu. Specify a **Second action** that will be taken in case the first one fails.

▸ Select the action to be taken on the infected files detected. The following options are available:

Action	Description
Take No Action	No action will be taken on infected files. These files will appear in the report file.
Disinfect files	Remove the malware code from the infected files detected.
Delete files	Deletes infected files immediately, without any warning.
Move files to Quarantine	Moves infected files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.

- Select the action to be taken on the suspicious files detected. The following options are available:

Action	Description
Take No Action	No action will be taken on suspicious files. These files will appear in the report file.
Delete files	Deletes suspicious files immediately, without any warning.
Move files to Quarantine	Moves suspicious files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.

Note

Files are detected as suspicious by the heuristic analysis. We recommend you to send these files to the BitDefender Lab.

- Select the action to be taken on the hidden objects (rootkits) detected. The following options are available:

Action	Description
Take No Action	No action will be taken on hidden files. These files will appear in the report file.
Rename files	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able to search for and find such files on your computer, if any.

Action	Description
Move files to Quarantine	Moves hidden files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.

Note

Please note that these hidden files are not the files that you deliberately hide from Windows. They are the files hidden by special programs, known as rootkits. Rootkits are not malicious in nature. However, they are commonly used to make viruses or spyware undetectable by normal antivirus programs.

- **Action options for password-protected and encrypted files.** Files encrypted using Windows may be important to you. This is why you can configure different actions to be taken on the infected or suspicious files that are encrypted using Windows. Another category of files that requires special actions is password-protected archives. Password-protected archives cannot be scanned unless you provide the password. Use these options to configure the actions to be taken on password-protected archives and on Windows-encrypted files.
  - **Action to take when an encrypted infected file is found.** Select the action to be taken on infected files that are encrypted using Windows. The following options are available:

Action	Description
Take no action	Only log the infected files that are encrypted using Windows. After the scan is completed, you can open the scan log to view information on these files.
Disinfect files	Remove the malware code from the infected files detected. Disinfection may fail in some cases, such as when the infected file is inside specific mail archives.
Delete files	Immediately remove infected files from the disk, without any warning.
Move files to Quarantine	Move infected files from their original location to the quarantine folder. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.

- **Action to take when an encrypted suspect file is found.** Select the action to be taken on suspicious files that are encrypted using Windows. The following options are available:

Action	Description
Take no action	Only log the suspicious files that are encrypted using Windows. After the scan is completed, you can open the scan log to view information on these files.
Delete files	Deletes suspicious files immediately, without any warning.
Move files to Quarantine	Moves suspicious files into the quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.

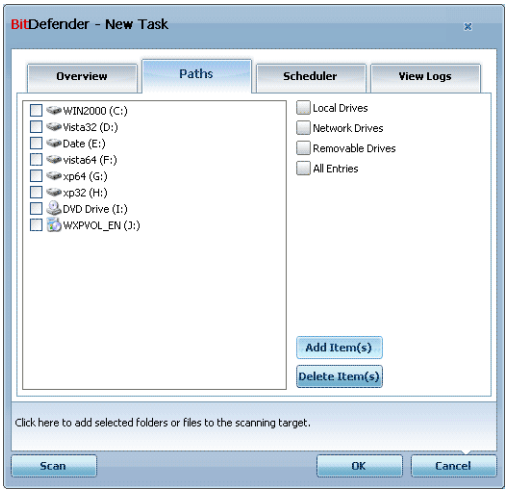
- **Action to take when a password-protected file is found.** Select the action to be taken on the password-protected files detected. The following options are available:

Action	Description
Log only	Only keep record of the password-protected files in the scan log. After the scan is completed, you can open the scan log to view information on these files.
Prompt for password	When a password-protected file is detected, prompt the user to provide the password in order to scan the file.

If you click **Default** you will load the default settings. Click **OK** to save the changes and close the window.

Setting Scan Target

To set the scan target of a specific user scan task, right-click the task and select **Paths**. Alternatively, if you are already in the Properties window of a task, select the **Paths** tab. The following window will appear:



Scan Target

You can see the list of local, network and removable drives as well as the files or folders added previously, if any. All checked items will be scanned when running the task.

The section contains the following buttons:

- **Add Folder(s)** - opens a browsing window where you can select the file(s) / folder(s) that you want to be scanned.

  Note
  You can also use drag and drop to add files/folders to the list.

- **Delete Item(s)** - removes the file(s) / folder(s) previously selected from the list of objects to be scanned.

  Note
  Only the file(s) / folder(s) that were added afterwards can be deleted, but not those that were automatically "seen" by BitDefender.

Besides the buttons explained above there are also some options that allow the fast selection of the scan locations.

- **Local Drives** - to scan the local drives.
- **Network Drives** - to scan all network drives.
- **Removable Drives** - to scan removable drives (CD-ROM, floppy-disk unit).

- **All Entries** - to scan all drives, no matter if they are local, in the network or removable.

Note

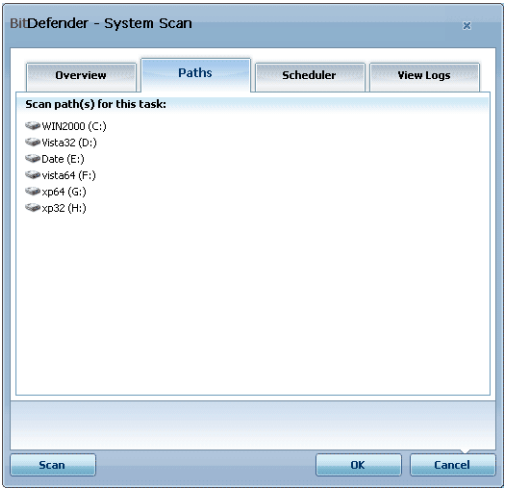
If you want to scan your entire computer, select the checkbox corresponding to **All Entries**.

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

Viewing the Scan Target of System Tasks

You can not modify the scan target of the scan tasks from the **System Tasks** category. You can only see their scan target.

To view the scan target of a specific system scan task, right-click the task and select **Show Task Paths**. For **System Scan**, for example, the following window will appear:



Scan Target of Full System Scan

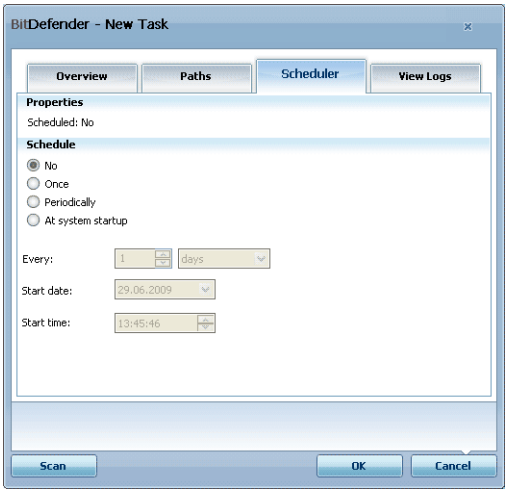
System Scan and **Deep System Scan** will scan all local drives, while **Quick System Scan** will only scan the `Windows` and `Program Files` folders.

Click **OK** to close the window. To run the task, just click **Scan**.

Scheduling Scan Tasks

With complex tasks, the scanning process will take some time and it will work best if you close all other programs. That is why it is best for you to schedule such tasks when you are not using your computer and it has gone into the idle mode.

To see the schedule of a specific task or to modify it, right-click the task and select **Schedule**. If you are already in a task's Properties window, select the **Scheduler** tab. The following window will appear:



Scheduler

You can see the task schedule, if any.

When scheduling a task, you must choose one of the following options:

- **Not Scheduled** - launches the task only when the user requests it.
- **Once** - launches the scan only once, at a certain moment. Specify the start date and time in the **Start Date/Time** fields.
- **Periodically** - launches the scan periodically, at certain time intervals(minutes, hours, days, weeks, months) starting with a specified date and time.

  If you want the scan to be repeated at certain intervals, select **Periodically** and type in the **Every** edit box the number of minutes/hours/days/weeks/ months indicating the frequency of this process. You must also specify the start date and time in the **Start Date/Time** fields.
- **On system startup** - launches the scan at the specified number of minutes after a user has logged on to Windows.

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

18.2.5. Scanning Files and Folders

Before you initiate a scanning process, you should make sure that BitDefender is up to date with its malware signatures. Scanning your computer using an outdated signature database may prevent BitDefender from detecting new malware found since the last update. To verify when the last update was performed, go to **Update>Update** in Advanced View.

Note

In order for BitDefender to make a complete scanning, you need to shut down all open programs. Especially your email-client (i.e. Outlook, Outlook Express or Eudora) is important to shut down.

Scanning Tips

Here are some more scanning tips you may find useful:

- Depending on the size of your hard disk, running a comprehensive scan of your computer (such as Deep System Scan or System Scan) may take a while (up to an hour or even more). Therefore, you should run such scans when you do not need to use your computer for a longer time (for example, during the night).

  You can schedule the scan to start when convenient. Make sure you leave your computer running. With Windows Vista, make sure your computer is not in sleep mode when the task is scheduled to run.

- If you frequently download files from the Internet to a specific folder, create a new scan task and set that folder as scan target. Schedule the task to run every day or more often.

- There is a kind of malware which sets itself to be executed at system startup by changing Windows settings. To protect your computer against such malware, you can schedule the **Auto-logon Scan** task to run at system startup. Please note that autologon scanning may affect system performance for a short time after startup.

Scanning Methods

BitDefender provides four types of on-demand scanning:

- Immediate scanning - run a scan task from the system / user tasks.
- Contextual scanning - right-click a file or a folder and select **Scan with BitDefender**.
- Drag&Drop scanning - drag and drop a file or a folder over the Scan Activity Bar.
- Manual scanning - use BitDefender Manual Scan to directly select the files or folders to be scanned.

Immediate Scanning

To scan your computer or part of it you can run the default scan tasks or your own scan tasks. This is called immediate scanning.

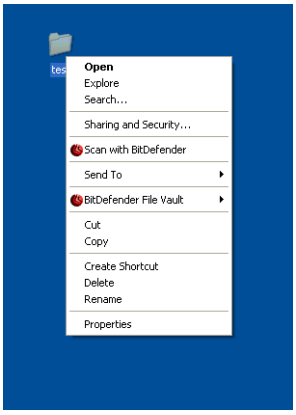
To run a scan task, use one of the following methods:

- double-click the desired scan task in the list.
- click the **Scan now** button corresponding to the task.
- select the task and then click **Run Task**.

The Antivirus Scan wizard will appear and guide you through the scanning process.

Contextual Scanning

To scan a file or a folder, without configuring a new scan task, you can use the contextual menu. This is called contextual scanning.



Contextual Scan

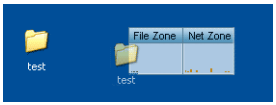
Right-click the file or folder you want to be scanned and select **Scan with BitDefender**. The Antivirus Scan wizard will appear and guide you through the scanning process.

You can modify the scan options and see the report files by accessing the **Properties** window of the **Contextual Menu Scan** task.

Drag&Drop Scanning

Drag the file or folder you want to be scanned and drop it over the **Scan Activity Bar** as shown below.

Drag File



Drop File

The Antivirus Scan wizard will appear and guide you through the scanning process.

Manual Scanning

Manual scanning consists in directly selecting the object to be scanned using the BitDefender Manual Scan option from the BitDefender program group in the Start Menu.

Note
Manual scanning is very useful, as it can be performed when Windows works in Safe Mode, too.

To select the object to be scanned by BitDefender, in the Windows Start menu, follow the path **Start → Programs → BitDefender 2010 → BitDefender Manual Scan**. The following window will appear:

BitDefender Internet Security 2010
Antivirus Scan
Scanned items:
Click Add Target to define the scanning target for this scan task.
Add Folder
Scan Target:
In this step, you can choose the files and folders to be scanned.
bitdefender
Cancel
Continue

Manual Scanning

Click **Add Folder**, select the location you want to scan and click **OK**. If you want to scan multiple folders, repeat this action for each additional location.

The paths to the selected locations will appear in the **Scan Target** column. If you change your mind about the location, just click the **Remove** button next to it. Click the **Remove All Paths** button to remove all the locations that were added to the list.

When you are done selecting the locations, click **Continue**. The Antivirus Scan wizard will appear and guide you through the scanning process.

Antivirus Scan Wizard

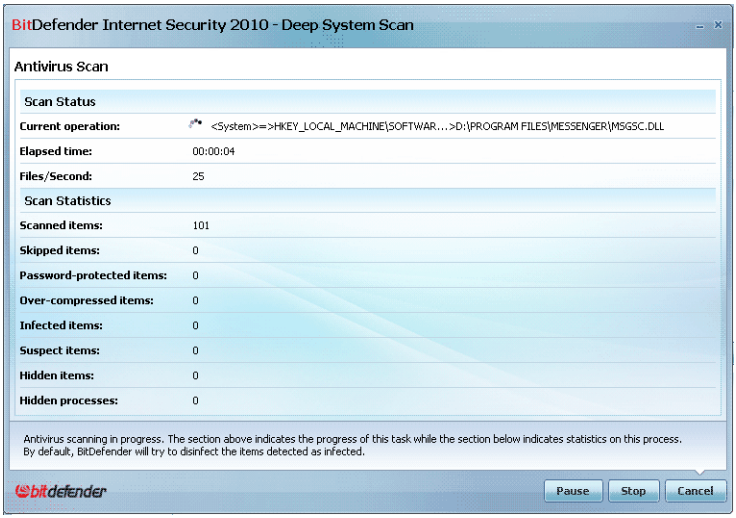
When you initiate an on-demand scan, the Antivirus Scan wizard will appear. Follow the three-step guided procedure to complete the scanning process.

Note

If the scan wizard does not appear, the scan may be configured to run silently, in the background. Look for the scan progress icon in the system tray. You can click this icon to open the scan window and to see the scan progress.

Step 1/3 - Scanning

BitDefender will start scanning the selected objects.



Scanning

You can see the scan status and statistics (scanning speed, elapsed time, number of scanned / infected / suspicious / hidden objects and other).

Wait for BitDefender to finish scanning.

Note
The scanning process may take a while, depending on the complexity of the scan.

Password-protected archives. If BitDefender detects a password-protected archive during scanning and the default action is **Prompt for password**, you will be prompted to provide the password. Password-protected archives cannot be scanned unless you provide the password. The following options are available:

- **Password.** If you want BitDefender to scan the archive, select this option and type the password. If you do not know the password, choose one of the other options.
- **Don't ask for a password and skip this object from scanning.** Select this option to skip scanning this archive.
- **Skip all password-protected items without scanning them.** Select this option if you do not want to be bothered about password-protected archives. BitDefender will not be able to scan them, but a record will be kept in the scan log.

Click **OK** to continue scanning.

Stopping or pausing the scan. You can stop scanning anytime you want by clicking **Stop&Yes**. You will go directly to the last step of the wizard. To temporarily stop the scanning process, just click **Pause**. You will have to click **Resume** to resume scanning.

Step 2/3 - Select Actions

When the scanning is completed, a new window will appear, where you can see the scan results.

BitDefender Internet Security 2010 - 4920
Antivirus Scan
Results Summary
Below you can find the results summary for the current scan task.
Solved issues: 2
1 threat(s) affecting 1 object(s) require(s) your attention.
Take an overall action for all unresolved items or select individually the action for each item:
Choose an action:
Win32.Parite.C
1 issue left (deletion failed)
Choose an action:
BitDefender has detected and blocked viruses on your computer! This is the list of threats. Please click the virus name to see its corresponding list of infected items.
bitdefender
Continue

Actions

You can see the number of issues affecting your system.

The infected objects are displayed in groups, based on the malware they are infected with. Click the link corresponding to a threat to find out more information about the infected objects.

You can choose an overall action to be taken for all issues or you can select separate actions for each group of issues.

One or several of the following options can appear on the menu:

Action	Description
Take No Action	No action will be taken on the detected files. After the scan is completed, you can open the scan log to view information on these files.

Action	Description
Disinfect	Removes the malware code from infected files.
Delete	Deletes detected files.
Move to quarantine	Moves detected files to quarantine. Quarantined files cannot be executed or opened; therefore, the risk of getting infected disappears.
Rename files	Changes the name of hidden files by appending `.bd.ren` to their name. As a result, you will be able to search for and find such files on your computer, if any. Please note that these hidden files are not the files that you deliberately hide from Windows. They are the files hidden by special programs, known as rootkits. Rootkits are not malicious in nature. However, they are commonly used to make viruses or spyware undetectable by normal antivirus programs.

Click **Continue** to apply the specified actions.

Step 3/3 - View Results

When BitDefender finishes fixing the issues, the scan results will appear in a new window.

BitDefender Internet Security 2010 - 4920
Antivirus Scan
Results Summary
Resolved items: 1
Unresolved items: 2
Password-protected items: 0
Over-compressed items: 0
Ignored items: 0
Failed items: 2
2 items failed to be cleaned. This happened because no cleaning routine was available for this type of threat. You can find out more about this here: www.bitdefender.com
This is the number of items that failed to be scanned.
bitdefender
View Log
Close

Summary

You can see the results summary. If you want comprehensive information on the scanning process, click **View log** to view the scan log.

Important
If required, please restart your system in order to complete the cleaning process.

Click **Close** to close the window.

BitDefender Could Not Solve Some Issues

In most cases BitDefender successfully disinfects the infected files it detects or it isolates the infection. However, there are issues that cannot be solved.

In these cases, we recommend you to contact the BitDefender Support Team at www.bitdefender.com. Our support representatives will help you solve the issues you are experiencing.

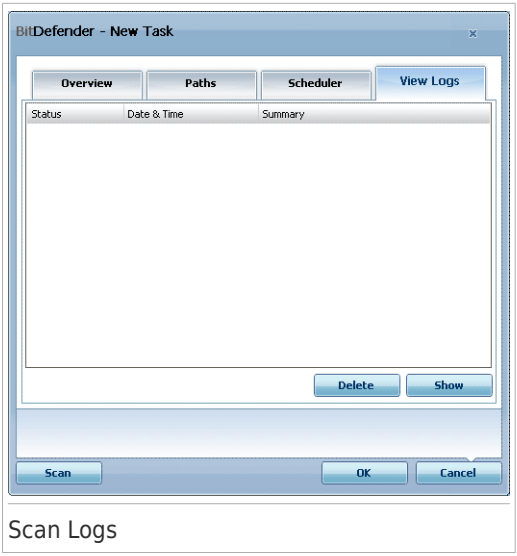
BitDefender Detected Suspect Files

Suspect files are files detected by the heuristic analysis as potentially infected with malware the signature of which has not been released yet.

If suspect files were detected during the scan, you will be requested to submit them to the BitDefender Lab. Click **OK** to send these files to the BitDefender Lab for further analysis.

18.2.6. Viewing Scan Logs

To see the scan results after a task has run, right-click the task and select **Logs**. The following window will appear:



Scan Logs

Here you can see the report files generated each time the task was executed. For each file you are provided with information on the status of the logged scanning process, the date and time when the scanning was performed and a summary of the scanning results.

Two buttons are available:

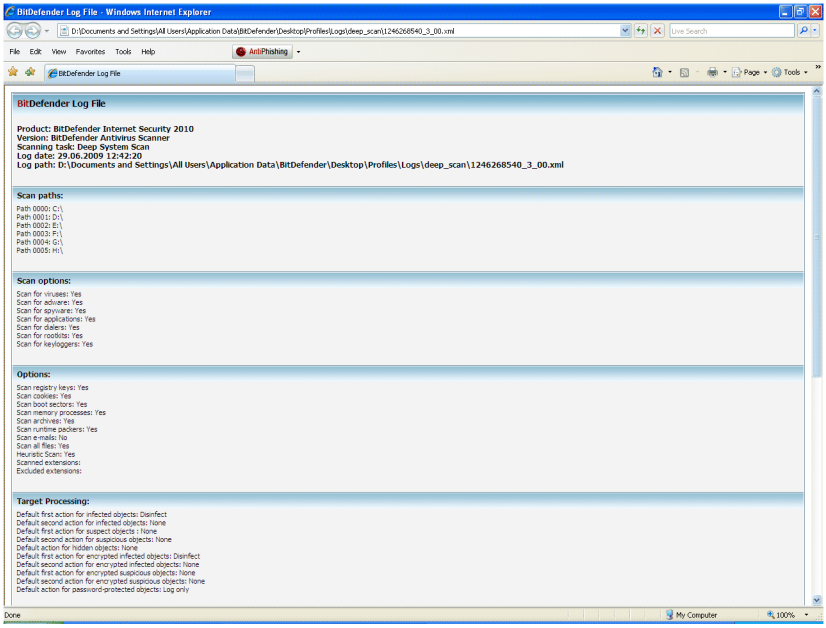
- **Delete** - to delete the selected scan log.
- **Show** - to view the selected scan log. The scan log will open in your default web browser.

Note
Also, to view or delete a file, right-click the file and select the corresponding option from the shortcut menu.

Click **OK** to save the changes and close the window. To run the task, just click **Scan**.

Scan Log Example

The following figure represents an example of a scan log:



Scan Log Example

The scan log contains detailed information about the logged scanning process, such as scanning options, the scanning target, the threats found and the actions taken on these threats.

18.3. Objects Excluded from Scanning

There are cases when you may need to exclude certain files from scanning. For example, you may want to exclude an EICAR test file from on-access scanning or `.avi` files from on-demand scanning.

BitDefender allows excluding objects from on-access or on-demand scanning, or from both. This feature is intended to decrease scanning times and to avoid interference with your work.

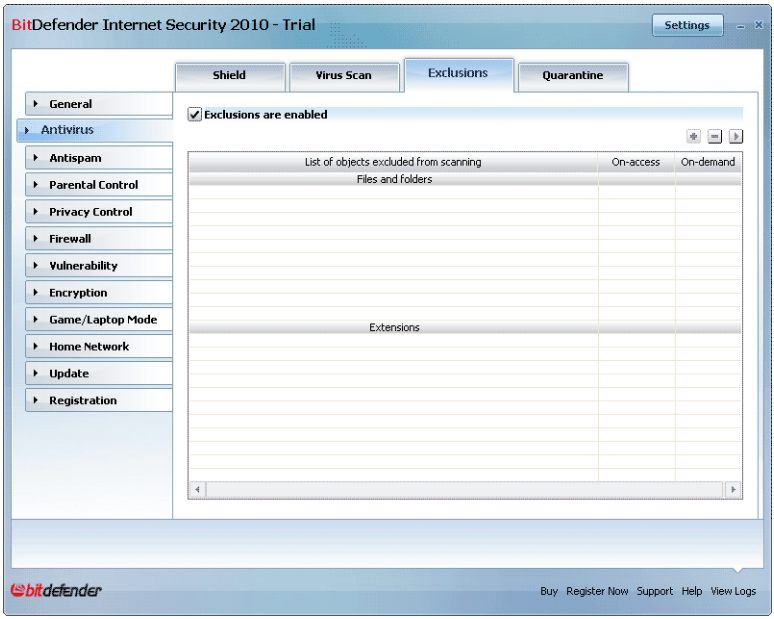
Two types of objects can be excluded from scanning:

- **Paths** - the file or the folder (including all the objects it contains) indicated by a specified path will be excluded from scanning.
- **Extensions** - all files having a specific extension will be excluded from scanning.

Note

The objects excluded from on-access scanning will not be scanned, no matter if they are accessed by you or by an application.

To see and manage the objects excluded from scanning, go to **Antivirus>Exceptions** in Expert Mode.



Exceptions

You can see the objects (files, folders, extensions) that are excluded from scanning. For each object you can see if it is excluded from on-access, on-demand scanning or both.

Note

The exceptions specified here will NOT apply for contextual scanning. Contextual scanning is a type of on-demand scanning: you right-click the file or folder you want to scan and select **Scan with BitDefender**.

To remove an entry from the table, select it and click the **Delete** button.

To edit an entry from the table, select it and click the **Edit** button. A new window will appear where you can change the extension or the path to be excluded and the

type of scanning you want them to be excluded from, as needed. Make the necessary changes and click **OK**.

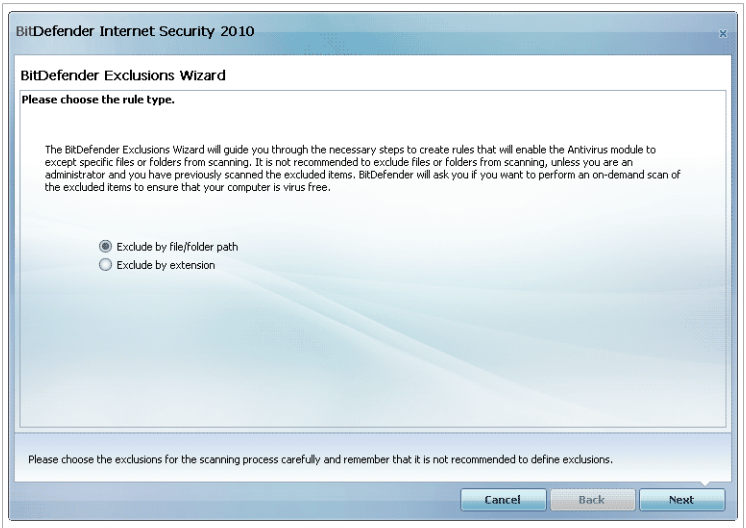
Note
You can also right-click an object and use the options on the shortcut menu to edit or delete it.

You can click **Discard** to revert the changes made to the rule table, provided that you have not saved them by clicking **Apply**.

18.3.1. Excluding Paths from Scanning

To exclude paths from scanning, click the **Add** button. You will be guided through the process of excluding paths from scanning by the configuration wizard that will appear.

Step 1/4 - Select Object Type

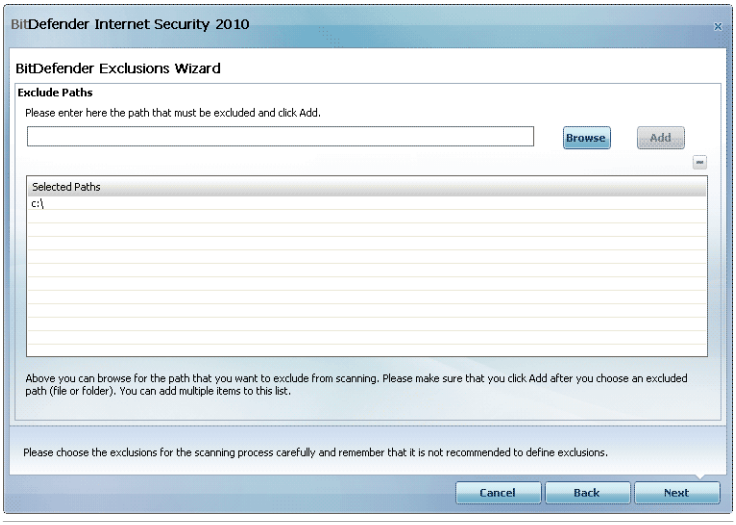

BitDefender Internet Security 2010
BitDefender Exclusions Wizard
Please choose the rule type.
The BitDefender Exclusions Wizard will guide you through the necessary steps to create rules that will enable the Antivirus module to except specific files or folders from scanning. It is not recommended to exclude files or folders from scanning, unless you are an administrator and you have previously scanned the excluded items. BitDefender will ask you if you want to perform an on-demand scan of the excluded items to ensure that your computer is virus free.
Exclude by file/folder path
Exclude by extension
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Next

Object Type

Select the option of excluding a path from scanning.

Click **Next**.

Step 2/4 - Specify Excluded Paths


BitDefender Internet Security 2010
BitDefender Exclusions Wizard
Exclude Paths
Please enter here the path that must be excluded and click Add.
Browse
Add
Selected Paths
c:\
Above you can browse for the path that you want to exclude from scanning. Please make sure that you click Add after you choose an excluded path (file or folder). You can add multiple items to this list.
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Next

Excluded Paths

To specify the paths to be excluded from scanning use either of the following methods:

- Click **Browse**, select the file or folder that you want to be excluded from scanning and then click **Add**.
- Type the path that you want to be excluded from scanning in the edit field and click **Add**.

Note

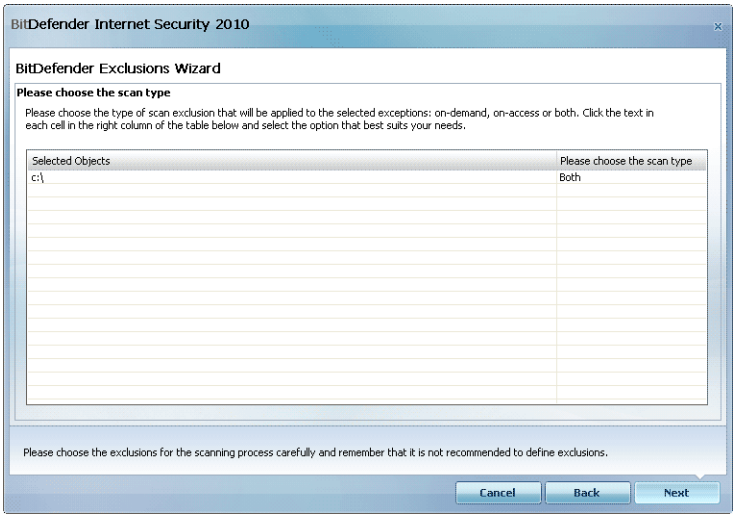
If the provided path does not exist, an error message will appear. Click **OK** and check the path for validity.

The paths will appear in the table as you add them. You can add as many paths as you want.

To remove an entry from the table, select it and click the **Delete** button.

Click **Next**.

Step 3/4 - Select Scanning Type


BitDefender Internet Security 2010
BitDefender Exclusions Wizard
Please choose the scan type
Please choose the type of scan exclusion that will be applied to the selected exceptions: on-demand, on-access or both. Click the text in each cell in the right column of the table below and select the option that best suits your needs.
Selected Objects
Please choose the scan type
c:\
Both
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Next

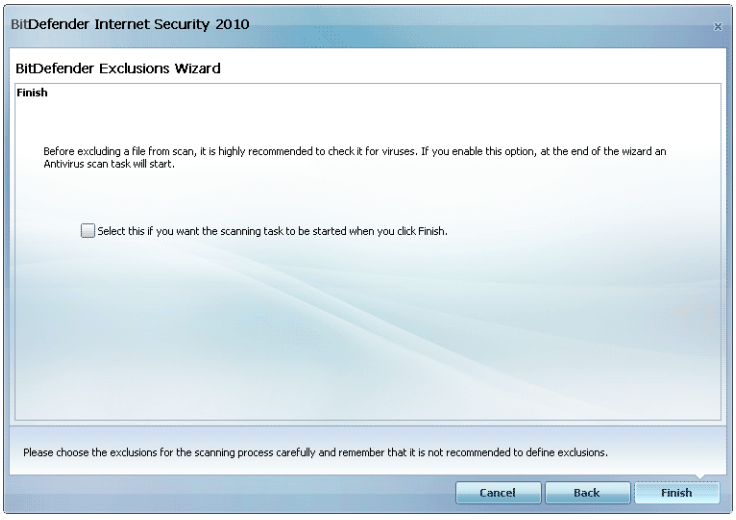
Scanning Type

You can see a table containing the paths to be excluded from scanning and the type of scanning they are excluded from.

By default, the selected paths are excluded from both on-access and on-demand scanning. To change when to apply the exception, click on the right column and select the desired option from the list.

Click **Next**.

Step 4/4 - Scan Excluded Files


BitDefender Internet Security 2010
BitDefender Exclusions Wizard
Finish
Before excluding a file from scan, it is highly recommended to check it for viruses. If you enable this option, at the end of the wizard an Antivirus scan task will start.
Select this if you want the scanning task to be started when you click Finish.
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Finish

Scan Excluded Files

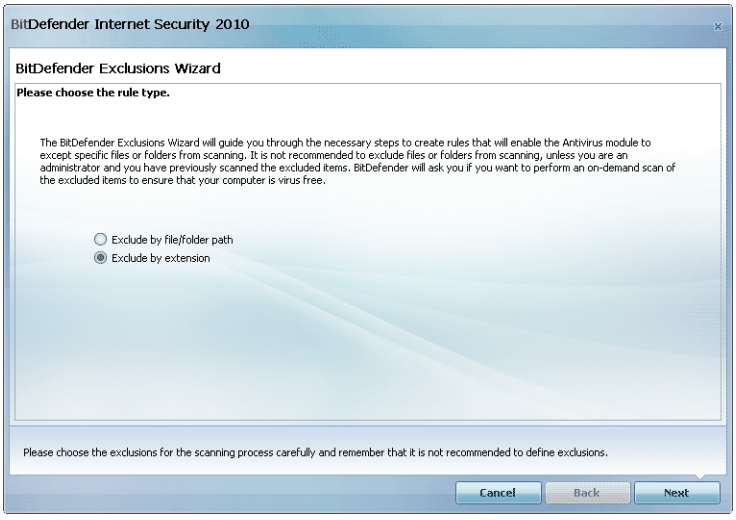
It is highly recommended to scan the files in the specified paths to make sure that they are not infected. Select the check box to scan these files before excluding them from scanning.

Click **Finish**.

18.3.2. Excluding Extensions from Scanning

To exclude extensions from scanning, click the **Add** button. You will be guided through the process of excluding extensions from scanning by the configuration wizard that will appear.

Step 1/4 - Select Object Type

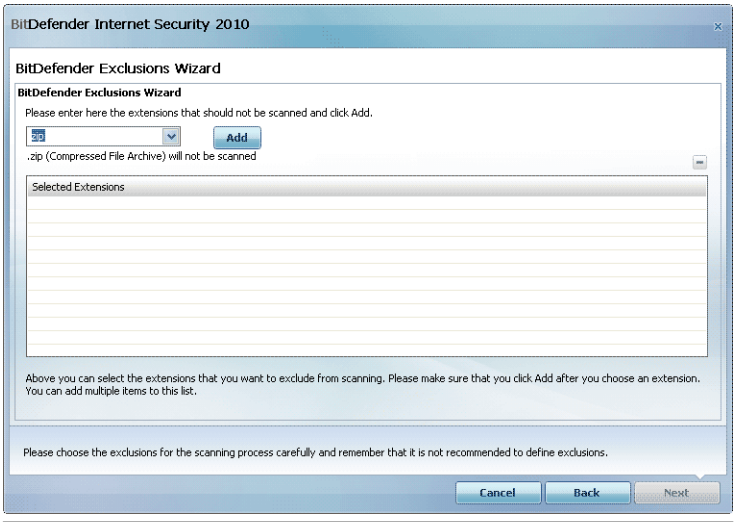

BitDefender Internet Security 2010
BitDefender Exclusions Wizard
Please choose the rule type.
The BitDefender Exclusions Wizard will guide you through the necessary steps to create rules that will enable the Antivirus module to except specific files or folders from scanning. It is not recommended to exclude files or folders from scanning, unless you are an administrator and you have previously scanned the excluded items. BitDefender will ask you if you want to perform an on-demand scan of the excluded items to ensure that your computer is virus free.
Exclude by file/folder path
Exclude by extension
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Next

Object Type

Select the option of excluding extensions from scanning.

Click **Next**.

Step 2/4 - Specify Excluded Extensions


BitDefender Internet Security 2010
BitDefender Exclusions Wizard
BitDefender Exclusions Wizard
Please enter here the extensions that should not be scanned and click Add.
Add
.zip (Compressed File Archive) will not be scanned
Selected Extensions
Above you can select the extensions that you want to exclude from scanning. Please make sure that you click Add after you choose an extension. You can add multiple items to this list.
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Next

Excluded Extensions

To specify the extensions to be excluded from scanning use either of the following methods:

- Select from the menu the extension that you want to be excluded from scanning and then click **Add**.

> **Note**
> The menu contains a list of all the extensions registered on your system. When you select an extension, you can see its description, if available.

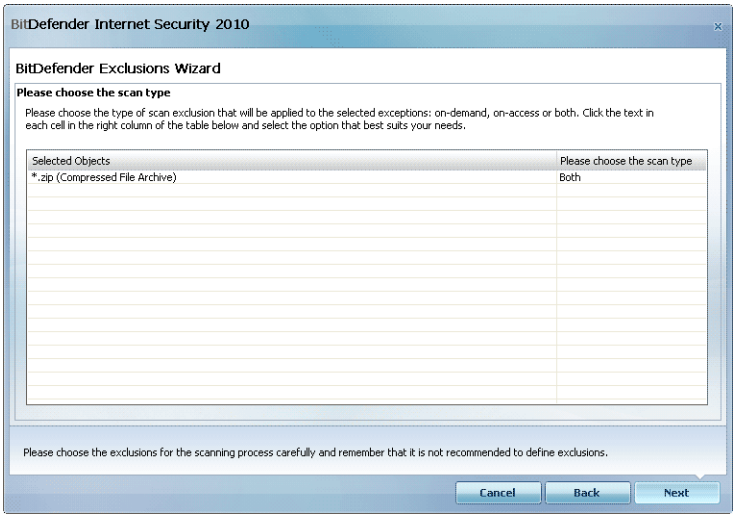
- Type the extension that you want to be excluded from scanning in the edit field and click **Add**.

The extensions will appear in the table as you add them. You can add as many extensions as you want.

To remove an entry from the table, select it and click the **Delete** button.

Click **Next**.

Step 3/4 - Select Scanning Type


BitDefender Internet Security 2010
BitDefender Exclusions Wizard
Please choose the scan type
Please choose the type of scan exclusion that will be applied to the selected exceptions: on-demand, on-access or both. Click the text in each cell in the right column of the table below and select the option that best suits your needs.
Selected Objects
Please choose the scan type
*.zip (Compressed File Archive)
Both
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Next

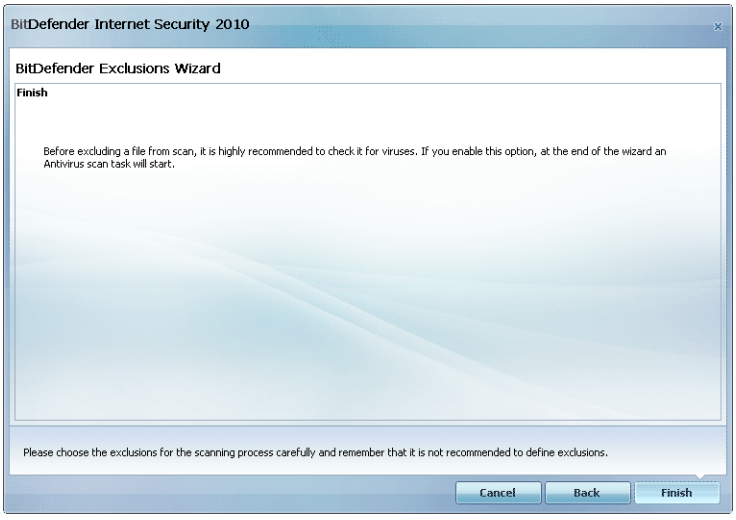
Scanning Type

You can see a table containing the extensions to be excluded from scanning and the type of scanning they are excluded from.

By default, the selected extensions are excluded from both on-access and on-demand scanning. To change when to apply the exception, click on the right column and select the desired option from the list.

Click **Next**.

Step 4/4 - Select Scanning Type


BitDefender Internet Security 2010
BitDefender Exclusions Wizard
Finish
Before excluding a file from scan, it is highly recommended to check it for viruses. If you enable this option, at the end of the wizard an Antivirus scan task will start.
Please choose the exclusions for the scanning process carefully and remember that it is not recommended to define exclusions.
Cancel
Back
Finish

Scanning Type

It is highly recommended to scan the files having the specified extensions to make sure that they are not infected.

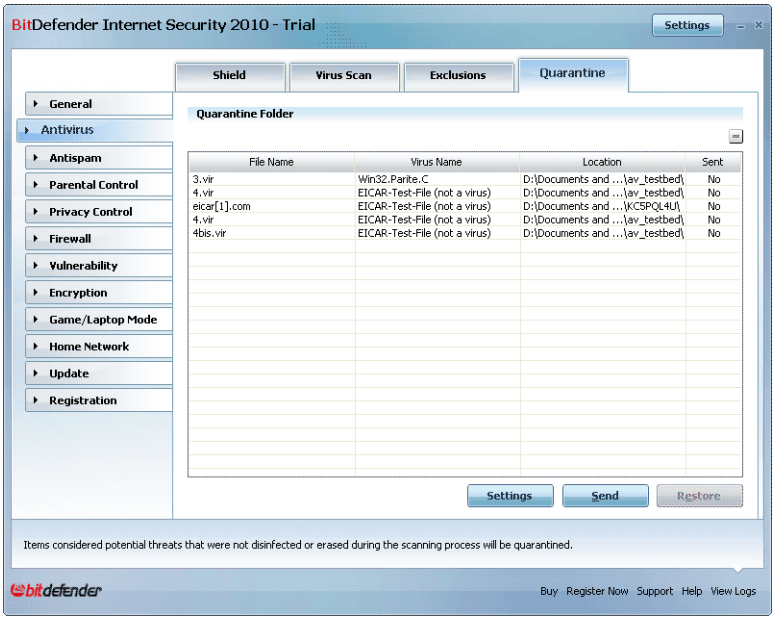
Click **Finish**.

18.4. Quarantine Area

BitDefender allows isolating the infected or suspicious files in a secure area, named quarantine. By isolating these files in the quarantine, the risk of getting infected disappears and, at the same time, you have the possibility to send these files for further analysis to the BitDefender lab.

In addition, BitDefender scans the quarantined files after each malware signature update. Cleaned files are automatically moved back to their original location.

To see and manage quarantined files and to configure the quarantine settings, go to **Antivirus>Quarantine** in Expert Mode.



Quarantine

The Quarantine section displays all the files currently isolated in the Quarantine folder. For each quarantined file, you can see its name, the name of the detected virus, the path to its original location and the submission date.

Note
When a virus is in quarantine it cannot do any harm because it cannot be executed or read.

18.4.1. Managing Quarantined Files

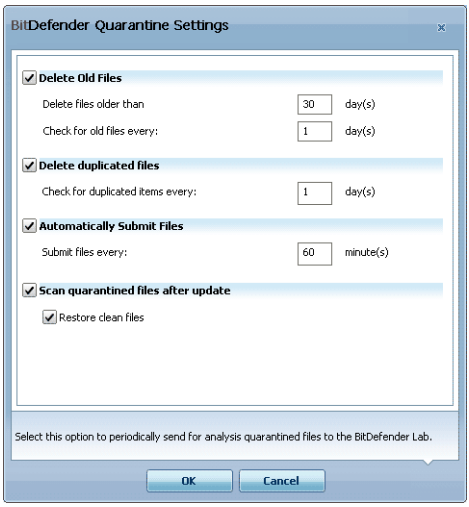
You can send any selected file from the quarantine to the BitDefender Lab by clicking **Send**. By default, BitDefender will automatically submit quarantined files every 60 minutes.

To delete a selected file from quarantine, click the **Delete** button. If you want to restore a selected file to its original location, click **Restore**.

Contextual Menu. A contextual menu is available, allowing you to manage quarantined files easily. The same options as those mentioned previously are available. You can also select **Refresh** to refresh the Quarantine section.

18.4.2. Configuring Quarantine Settings

To configure the quarantine settings, click **Settings**. A new window will appear.



Quarantine Settings

Using the quarantine settings, you can set BitDefender to automatically perform the following actions:

Delete old files. To automatically delete old quarantined files, check the corresponding option. You must specify the number of days after which the quarantined files should be deleted and frequency with which BitDefender should check for old files.

Note
By default, BitDefender will check for old files every day and delete files older than 30 days.

Delete duplicated files. To automatically delete duplicate quarantined files, check the corresponding option. You must specify the number of days between two consecutive checks for duplicates.

Note
By default, BitDefender will check for duplicate quarantined files every day.

Automatically submit files. To automatically submit quarantined files, check the corresponding option. You must specify the frequency with which to submit files.

Note
By default, BitDefender will automatically submit quarantined files every 60 minutes.

Scan quarantined files after update. To automatically scan quarantined files after each update performed, check the corresponding option. You can choose to automatically move back the cleaned files to their original location by selecting **Restore clean files**.

Click **OK** to save the changes and close the window.

19. Antispam

BitDefender Antispam employs remarkable technological innovations and industry standard antispam filters to weed out spam before it reaches the user's Inbox.

19.1. Antispam Insights

Spam is a growing problem, both for individuals and for organizations. It's not pretty, you wouldn't want your kids to see it, it can get you fired (for wasting too much time or from receiving porn in your office mail) and you can't stop people from sending it. The next best thing to that is, obviously, to stop receiving it. Unfortunately, Spam comes in a wide range of shapes and sizes, and there's a lot of it.

19.1.1. Antispam Filters

The BitDefender Antispam Engine incorporates several different filters that ensure your Inbox to be SPAM-free: Friends list, Spammers list, Charset filter, Image filter, URL filter, NeuNet (Heuristic) filter and Bayesian filter.

Note

You can enable / disable each one of these filters in the Settings section from the **Antispam** module.

Friends List / Spammers List

Most people communicate regularly to a group of people or even receive messages from companies or organizations in the same domain. By using **friends or spammers list**, you can easily classify which people you want to receive e-mail from (friends) no matter what the message contains, or which people you never want to hear from again (spammers).

The Friends / Spammers lists can be managed in the Expert Mode interface or from the Antispam toolbar integrated into some of the most commonly used mail clients.

Note

We recommend that you add your friends' names and e-mail addresses to the **Friends list**. BitDefender does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

Charset Filter

Many spam messages are written in Cyrillic and / or Asian charsets. The Charset Filter detects this kind of messages and tags them as SPAM.

Image Filter

Since avoiding heuristic filter detection has become quite a challenge, nowadays' inbox folders are full with more and more messages only containing an image with unsolicited content. To cope with this growing problem, BitDefender introduced the **Image filter** that compares the image signature from the e-mail with those from the BitDefender database. In case of a match the e-mail will be tagged as SPAM.

URL Filter

Almost all spam messages include links to various web locations. These locations usually contain more advertising and the possibility to buy things, and, sometimes, they are used for phishing.

BitDefender maintains a database of such links. The URL filter checks every URL link in a message against its database. If a match is made, the message is tagged as SPAM.

NeuNet (Heuristic) Filter

The **NeuNet (Heuristic) filter** performs a set of tests on all the message components, (i.e. not only the header but also the message body in either HTML or text format), looking for words, phrases, links or other characteristics of SPAM. Based on the results of the analysis, it adds a SPAM score to the message.

The filter also detects messages marked as `SEXUALLY-EXPLICIT:` in the subject line and tags them as SPAM.

Note

Starting May 19, 2004, spam that contains sexually oriented material must include the warning `SEXUALLY-EXPLICIT:` in the subject line or face fines for violations of federal law.

Bayesian Filter

The **Bayesian filter** module classifies messages according to statistical information regarding the rate at which specific words appear in messages classified SPAM as compared to those declared NON-SPAM (by you or by the heuristic filter).

This means, for example, if a certain four-letter word is seen to appear more often in SPAM, it is natural to assume there is an increased probability that the next incoming message that includes it actually IS SPAM. All relevant words within a message are taken into account. By synthesizing the statistical information, the overall probability for the whole message to be SPAM is computed.

This module presents another interesting characteristic: it is trainable. It adapts quickly to the type of messages received by a certain user, and stores information about all. To function effectively, the filter must be trained, meaning, to be presented with samples of SPAM and legitimate messages, much like a hound is primed to

trace a certain scent. Sometimes the filter must be corrected too - prompted to adjust when it makes a wrong decision.

Important

You can correct the Bayesian filter using the **Is Spam** and **Not Spam** buttons from the Antispam toolbar.

19.1.2. Antispam Operation

The BitDefender Antispam Engine uses all antispam filters combined to determine whether a certain e-mail message should get into your **Inbox** or not.

Important

The spam messages detected by BitDefender are marked with the [SPAM] prefix in the subject line. BitDefender automatically moves spam messages to a specific folder, as follows:

- In Microsoft Outlook, spam messages are moved to a **Spam** folder, located in the **Deleted Items** folder. The **Spam** folder is created during the installation of BitDefender.
- In Outlook Express and Windows Mail, spam messages are moved directly to **Deleted Items**.
- In Mozilla Thunderbird, spam messages are moved to a **Spam** folder, located in the **Trash** folder. The **Spam** folder is created during the installation of BitDefender.

If you use other mail clients, you must create a rule to move the e-mail messages marked as [SPAM] by BitDefender to a custom quarantine folder.

Every e-mail that comes from the Internet is first checked with the Friends list/Spammers list filter. If the sender's address is found in the Friends list the e-mail is moved directly to your **Inbox**.

Otherwise the Spammers list filter will take over the e-mail to verify if the sender's address is on its list. The e-mail will be tagged as SPAM and moved in the **Spam** folder (located in Microsoft Outlook) if a match has been made.

Else, the Charset filter will check if the e-mail is written in Cyrillic or Asian characters. If so the e-mail will be tagged as SPAM and moved in the **Spam** folder.

If the e-mail is not written in Asian or Cyrillic it will be passed to the Image filter. The **Image filter** will detect all the e-mail messages containing attached images with spam content.

The URL filter will look for links and it will compare the links found with the links from the BitDefender database. In case of a match it will add a SPAM score to the e-mail.

The NeuNet (Heuristic) filter will take over the e-mail and will perform a set of tests on all the message components, looking for words, phrases, links or other

characteristics of SPAM. The result is that it will add a Spam score to the e-mail, too.

Note
If the e-mail is tagged as SEXUALLY EXPLICIT in the subject line, BitDefender will consider it SPAM.

The Bayesian filter module will further analyze the message, according to statistical information regarding the rate at which specific words appear in messages classified SPAM as compared to those declared NON-SPAM (by you or by the heuristic filter). A Spam score will be added to the e-mail.

If the aggregate score (URL score + heuristic score + Bayesian score) exceeds the SPAM score for a message (set by the user in the Status section as a tolerance level), the message is considered SPAM.

19.1.3. Antispam Updates

Every time you perform an update:

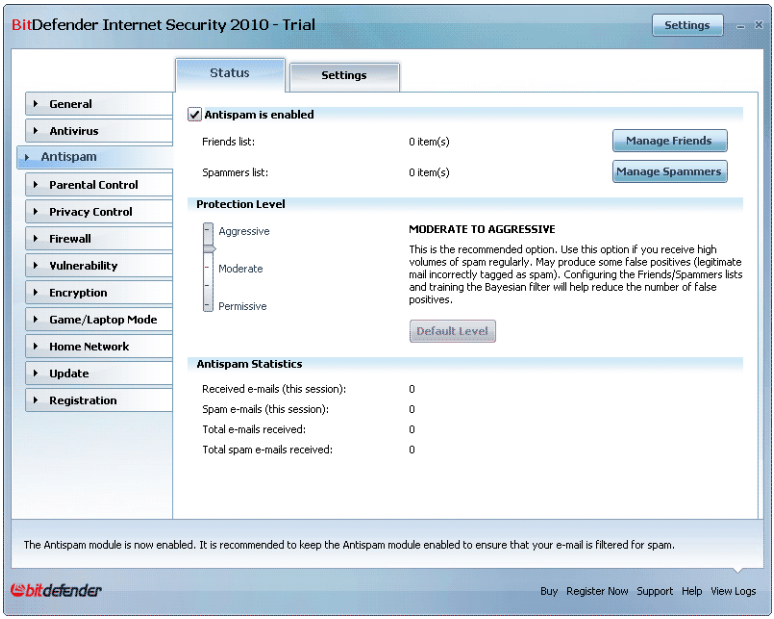
- new image signatures will be added to the **Image filter**.
- new links will be added to the **URL filter**.
- new rules will be added to the **NeuNet (Heuristic) filter**.

This will help increase the effectiveness of your Antispam engine.

To protect you against spammers, BitDefender can perform automatic updates. Keep the **Automatic Update** option enabled.

19.2. Status

To configure the Antispam protection, go to **Antispam>Status** in Expert Mode.



Antispam Status

You can see whether Antispam is enabled or disabled. If you want to change the Antispam status, clear or select the corresponding check box.

Important
To prevent spam from entering your **Inbox**, keep the **Antispam filter** enabled.

In the **Statistics** section you can view the results of the antispam activity presented per session (since you started your computer) or a summary (since the installation of BitDefender).

19.2.1. Setting the Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 5 protection levels:

Protection level	Description
Permissive	Offers protection for accounts that receive a lot of legitimate commercial mail. The filter will let most e-mail pass through, but it may produce false negatives (spam classified as legitimate mail).
Permissive to Moderate	Offers protection for accounts that receive some legitimate commercial mail. The filter will let most e-mail pass through, but it may produce false negatives (spam classified as legitimate mail).
Moderate	Offers protection for regular accounts. The filter will block most spam, while avoiding false positives.
Moderate to Aggressive	Offers protection for accounts that receive high volumes of spam regularly. The filter will let very little spam through, but it may produce false positives(legitimate mail incorrectly tagged as spam). Configure the **Friends/Spammers Lists** and train the **Learning Engine (Bayesian)** in order to reduce the number of false positives.
Aggressive	Offers protection for accounts that receive very high volumes of spam regularly. The filter will let very little spam through, but it may produce false positives(legitimate mail incorrectly tagged as spam). Add your contacts to the **Friends List** in order to reduce the number of false positives.

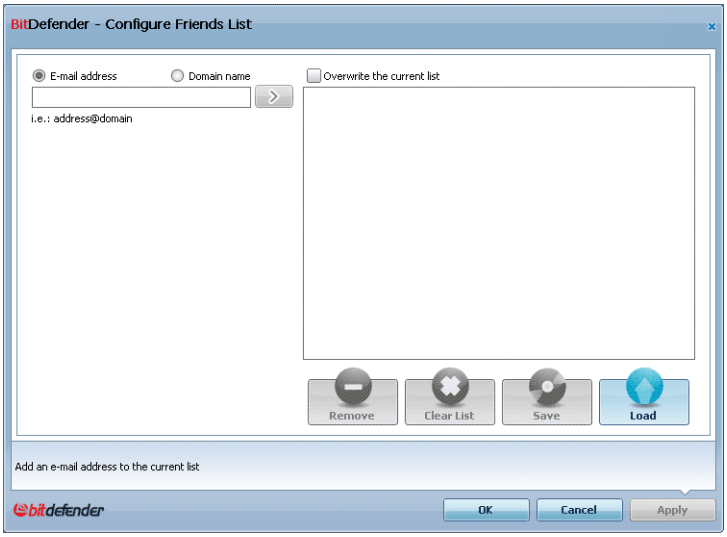
To set the default protection level (**Moderate to Aggressive**) click **Default Level**.

19.2.2. Configuring the Friends List

The **Friends list** is a list of all the e-mail addresses from which you always want to receive messages, regardless of their content. Messages from your friends are not labeled as spam, even if the content resembles spam.

Note
Any mail coming from an address contained in the **Friends list**, will automatically be delivered to your Inbox without further processing.

To configure the Friends list, click **Manage Friends** (or click the **Friends** button from the Antispam toolbar).



Friends List

Here you can add or remove entries from the **Friends list**.

If you want to add an e-mail address check the **E-mail address** option, type in the address and click ⊠. The address will appear in the **Friends list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click ⊠. The domain will appear in the **Friends list**.

Important
Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will reach your **Inbox** regardless of their content;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will reach your **Inbox** regardless of their content;
- *com - all the received e-mail messages having the domain suffix com will reach your **Inbox** regardless of their content;

To delete an item from the list, select it and click the **Remove** button. To delete all entries from the list, click the **Clear list** button and then **Yes** to confirm.

You can save the Friends list to a file so that you can use it on another computer or after reinstalling the product. To save the Friends list, click the **Save** button and save it to the desired location. The file will have a `.bwl` extension.

To load a previously saved Friends list, click the **Load** button and open the corresponding `.bwl` file. To reset the content of the existing list when loading a previously saved list, select **Overwrite the current list**.

Note

We recommend that you add your friends' names and e-mail addresses to the **Friends list**. BitDefender does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

Click **Apply** and **OK** to save and close the **Friends list**.

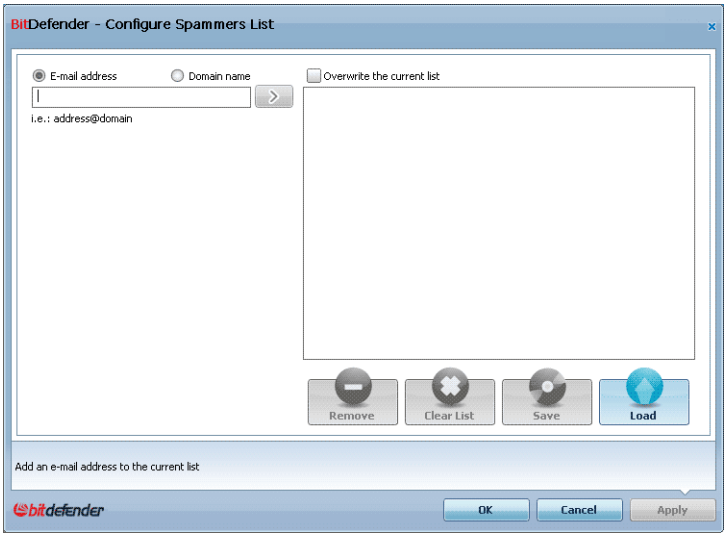
19.2.3. Configuring the Spammers List

The **Spammers list** is a list of all the e-mail addresses from which you don't want to receive messages, regardless of their content.

Note

Any e-mail message received from an address contained in the **Spammers list** will be automatically marked as SPAM, without further processing.

To configure the Spammers list, click **Manage Spammers** (or click the **Spammers** button from the Antispam toolbar).



Spammers List

Here you can add or remove entries from the **Spammers list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click ⊡. The address will appear in the **Spammers list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click ⊡. The domain will appear in the **Spammers list**.

Important
Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will be tagged as SPAM;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will be tagged as SPAM;
- *com - all the received e-mail messages having the domain suffix com will be tagged as SPAM.

Warning

Do not add domains of legitimate web-based e-mail services (such as Yahoo, Gmail, Hotmail or other) to the Spammers list. Otherwise, the e-mail messages received

from any registered user of such a service will be detected as spam. If, for example, you add `yahoo.com` to the Spammers list, all e-mail messages coming from `yahoo.com` addresses will be marked as `[spam]`.

To delete an item from the list, select it and click the **Remove** button. To delete all entries from the list, click the **Clear list** button and then **Yes** to confirm.

You can save the Spammers list to a file so that you can use it on another computer or after reinstalling the product. To save the Spammers list, click the **Save** button and save it to the desired location. The file will have a `.bwl` extension.

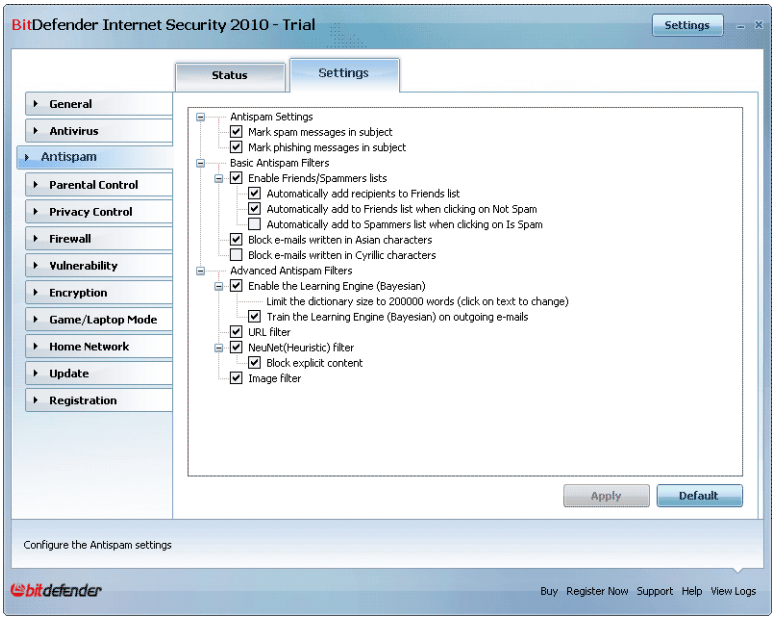
To load a previously saved Spammers list, click the **Load** button and open the corresponding `.bwl` file. To reset the content of the existing list when loading a previously saved list, select **Overwrite the current list**.

Click **Apply** and **OK** to save and close the **Spammers list**.

Important
If you want to reinstall BitDefender it's a good idea to save the **Friends** / **Spammers** lists before, and after the reinstallation process is over you may load them.

19.3. Settings

To configure the antispam settings and filters, go to **Antispam>Settings** in Expert Mode.



Antispam Settings

Three categories of options are available (**Antispam settings**, **Basic Antispam filters** and **Advanced Antispam filters**) organized like an expandable menu, similar to those from Windows.

Note
Click the box labeled "+" to open a category or click the one labeled "-" to close it.

To enable/disable an option select/clear the checkbox corresponding to it.

To apply the default settings, click **Default**.

Click **Apply** to save the changes.

19.3.1. Antispam Settings

- **Mark spam messages in subject** - all e-mail messages considered to be spam will be tagged with SPAM in the subject line.
- **Mark phishing messages in subject** - all e-mail messages considered to be phishing messages will be tagged with SPAM in the subject line.

19.3.2. Basic Antispam Filters

- **Enable Friends/Spammers lists** - filter e-mail messages using the Friends/Spammers lists.
  - **Automatically add recipients to Friends list** - automatically add recipients of sent mail to Friends list.
  - **Automatically add to Friends list** - when you click the **Not Spam** button from the Antispam toolbar, the sender of the selected e-mail is automatically added to the Friends list.
  - **Automatically add to Spammers list** - when you click the **Is Spam** button from the Antispam toolbar, the sender of the selected e-mail is automatically added to the Spammers list.

  Note
  The **Not Spam** and the **Is Spam** buttons are used to train the Bayesian filter.

- **Block e-mails written in Asian characters** - blocks messages written in Asian charsets.
- **Block e-mails written in Cyrillic characters** - blocks messages written in Cyrillic charsets.

19.3.3. Advanced Antispam Filters

- **Enable the Learning Engine (bayesian)** - activates/deactivates the Learning Engine (bayesian).
  - **Limit the dictionary size to 200000 words** - sets the size of the Bayesian dictionary - smaller is faster, bigger is more accurate.

    Note
    The recommended size is: 200.000 words.

  - **Train the Learning Engine (bayesian) on outgoing e-mails** - trains the Learning Engine (bayesian) on outgoing e-mails.
- **URL filter** - activates/deactivates the URL filter.
- **NeuNet(Heuristic) filter** - activates/deactivates the NeuNet(Heuristic) filter.
  - **Block explicit content** - activates/deactivates the detection of messages with SEXUALLY EXPLICIT in the subject line.
- **Image filter** - activates/deactivates the Image filter.

20. Parental Control

BitDefender Parental Control enables you to control the access to the Internet and to specific applications for each user holding a user account on the system.

You can configure Parental Control to block:

- inappropriate web pages.
- Internet access, for specific periods of time (such as when it's time for lessons).
- web pages, e-mail messages and instant messages if they contain specific keywords.
- applications like games, chat, filesharing programs or others.
- instant messages sent by IM contacts other than those allowed.

Important

Only users with administrative rights on the system (system administrators) can access and configure Parental Control. To make sure that only you can change the Parental Control settings for any user, you can protect them with a password. You will be prompted to configure the password when you enable the Parental Control for a specific user.

To successfully use Parental Control to restrict your children computer and online activities, you must complete these main tasks:

1. Create limited (standard) Windows user accounts for your children to use.

Note

To learn how to create Windows user accounts, go to the Windows Help and Support Center (in the Start menu, click **Help and Support**).

2. Configure Parental Control for the Windows user accounts your children use.

To configure Parental Control, go to **Parental Control** in Expert Mode.

Parental Control

You can see information regarding the Parental Control status for each Windows user account. The age category is listed below each user name if Parental Control is enabled. If Parental Control is disabled, the status is **not configured**.

Additionally, you can see the status of each Parental Control feature per user:

Green circle with a check mark: The feature is enabled.

Red circle with an exclamation mark: The feature is disabled.

Cick the **Modify** button next to a user name to open the window where you can configure the Parental Control settings for the respective user account.

The following sections in this chapter present in detail the Parental Control features and how to configure them.

20.1. Configuring Parental Control For A User

To configure the Parental Control for a specific user account, click the **Modify** button corresponding to that user account and then click the **Status** tab.

Parental Control Status

To configure the Parental Control for this user account, follow these steps:

1. Enable the Parental Control for this user account by selecting the **Parental Control** check box.

   Important
   Keep the **Parental Control** enabled in order to protect your children against inappropriate content by using your customized computer access rules.

2. Set a password to protect your Parental Control settings. For more information, please refer to "*Protecting Parental Control Settings*" (p. 183).
3. Set the age category to allow your child to access only websites appropriate for his/her age. For more information, please refer to "*Setting Age Category*" (p. 184).
4. Configure the monitoring options for this user as needed:
   - **Send me an activity report via e-mail.** An e-mail notification is sent every time BitDefender Parental Control blocks an activity for this user.
   - **Save an internet traffic log.** Logs the websites visited by the user.

   For more information, please refer to "*Monitoring Children Activity*" (p. 186).
5. Click an icon or a tab to configure the corresponding Parental Control feature:

- **Web** - to filter web navigation according to the rules set by you in the Web section.
- **Applications** - to block access to the applications specified by you in the Applications section.
- **Keywords** - to filter web, mail and instant messaging access according to the rules set by you in the Keywords section.
- **IM** - to allow or block chat with IM contacts according to the rules set by you in the IM Traffic section.
- **Time Limiter** - to allow web access according to the timetable set by you in the Time Limiter section.

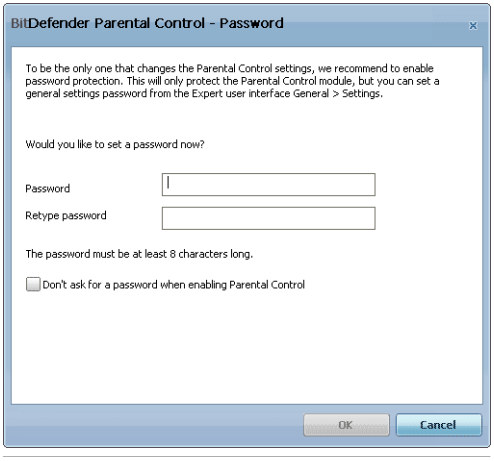
Note
To learn how to configure them, please refer to the following topics in this chapter.

To completely block access to the internet, click the **Block Internet** button.

20.1.1. Protecting Parental Control Settings

If you are not the only person with administrative rights using this computer, it is recommended that you protect your Parental Control settings with a password. By setting a password, you will prevent other users with administrative rights from changing the Parental Control settings that you configured for a specific user.

BitDefender will ask you by default to set a password when enabling Parental Control.


BitDefender Parental Control - Password
To be the only one that changes the Parental Control settings, we recommend to enable password protection. This will only protect the Parental Control module, but you can set a general settings password from the Expert user interface General > Settings.
Would you like to set a password now?
Password
Retype password
The password must be at least 8 characters long.
Don't ask for a password when enabling Parental Control
OK
Cancel

Set Password Protection

To set the password protection, do the following:

1. Type the password in the **Password** field.
2. Type the password again in the **Retype Password** field to confirm it.
3. Click **OK** to save the password and close the window.

Once you set the password, if you want to change the Parental Control settings, you will be asked to provide the password. The other system administrators (if any) will also have to provide this password in order to change the Parental Control settings.

Note
This password will not protect other BitDefender settings.

In case you do not set a password and you do not want this window to appear again, check **Don't ask for a password when enabling Parental Control**.

20.1.2. Setting Age Category

The heuristic web filter analyzes web pages and blocks those that match the patterns of potentially inappropriate content.

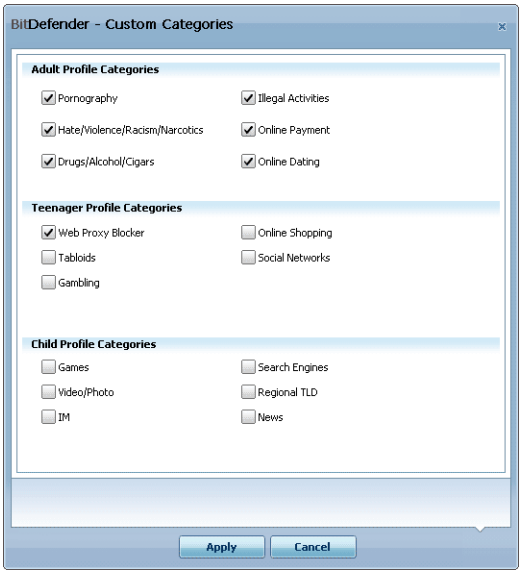
In order to filter web access according to a predefined age-based ruleset, you must set a specific tolerance level. Drag the slider along the scale to set the tolerance level you consider appropriate for the selected user.

There are 3 tolerance levels:

Tolerance level	Description
Child	Offers restricted web access, according to the recommended settings for users under the age of 14. Web pages with potentially harmful content for children (porn, sexuality, drugs, hacking etc) are blocked.
Teenager	Offers restricted web access, according to the recommended settings for users from 14 to 18 years. Web pages with sexual, pornographic or adult content are blocked.
Adult	Offers unrestricted access to all web pages regardless of their content.

Click **Default Level** to set the slider at default level.

If you want more control over the type of content the user is exposed to on the Internet, you can define the categories of web content that will be blocked by the web filter. To choose which types of web content will be blocked, click **Custom Categories**. A new window will appear:



Web Filter Categories

Select the check box corresponding to a category you want to block and the user will no longer be allowed to access websites matching that category. To make your selection easier, the categories of web content are listed according to the age group for which one could consider them appropriate:

- **Child Profile Categories** includes content that children under the age of 14 may be allowed access to.

Category	Description
Games	Websites offering browser games, game discussion forums, game downloads, cheats, walkthroughs etc.
Video/Photo	Websites that host video or photo galleries.
IM	Instant messaging applications.
Search Engines	Search engines and search portals.
Regional TLD	Websites that have a domain name outside your region.
News	Online newspapers.

- **Teenager Profile Categories** includes content that may be considered safe for children between 14 and 18 years old.

Category	Description
Web Proxy Blocker	Websites used to mask the URL of a requested website.
Tabloids	Online magazines.
Gambling	Online casinos, betting websites, websites offering betting tips, betting forums, etc.
Online Shopping	Online shops and stores.
Social Networking	Social networking websites.

- **Adult Profile Categories** includes content that is inappropriate for children and teenagers.

Category	Description
Pornography	Websites hosting pornographic content.
Hate / Violence / Racism / Narcotics	Websites hosting violent or racist content, promoting terrorism or narcotics use.
Drugs / Alcohol / Cigars	Websites selling or advertising drugs, alcohol or tobacco products
Illegal Activities	Websites that promote piracy or host pirated content.
Online Payment	Web forms for online payment and checkout sections of online stores. The user can browse online stores but attempts to purchase are blocked.
Online Dating	Adult dating websites with chat, video or photo sharing.

Click **Apply** to save the categories of web content blocked for the user.

20.2. Monitoring Children Activity

BitDefender helps you keep track of what your children are doing on the computer even when you are away. Alerts can be sent to you by e-mail every time the Parental Control module blocks an activity. A log with the history of websites visited can also be saved.

Select the options you want to enable:

- **Send me an activity report via e-mail.** An e-mail notification is sent every time BitDefender Parental Control blocks an activity.
- **Save an internet traffic log.** Logs the websites visited by users for whom Parental Control is enabled.

20.2.1. Checking Visited Websites

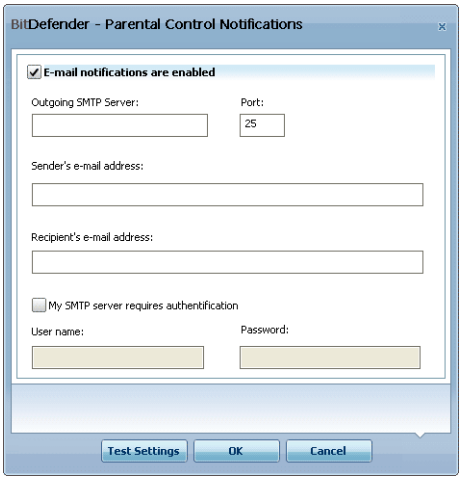
BitDefender logs by default the websites visited by your children.

To view the logs, click **View Logs** to open History&Events and select **Internet Log**.

20.2.2. Configuring E-mail Notifications

To receive e-mail notifications when the Parental Control blocks an activity, select **Send me an activity report via e-mail** in the general configuration window of the Parental Control. You will be prompted to configure your e-mail account settings. Click **Yes** to open the configuration window.

Note
You can open the configuration window later by clicking **Notifications Settings**.



E-mail Settings

You must configure your e-mail account settings as follows:

- **Outgoing SMTP Server** - type the address of the mail server used to send e-mail messages.

- If the server uses a different port than the default port 25, type it in the corresponding field.
- **Sender's e-mail address** - type the address you want to appear in the **From** field of the e-mail.
- **Recipient's e-mail address** - type the address where you want the reports to be e-mailed.
- If the server requires authentication, select the **My SMTP server requires authentication** check box and type your user name and password in the corresponding fields.

Note

If you do not know what these settings are, open your mail client and check your e-mail account settings.

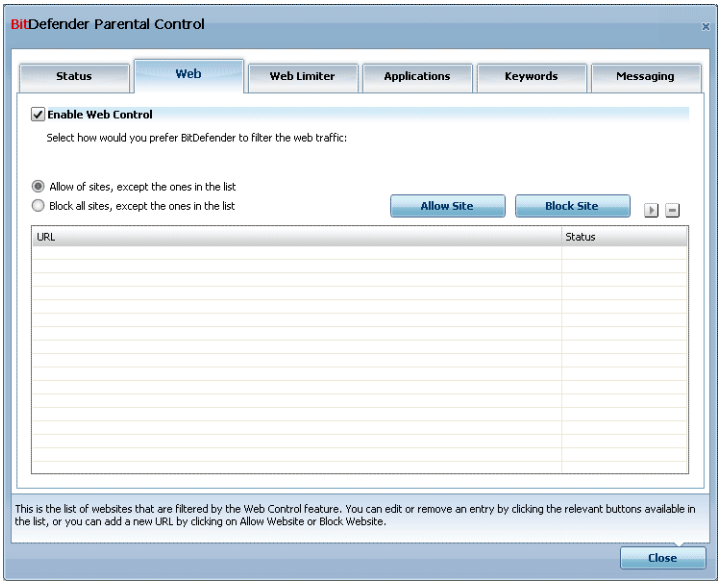
To validate the configuration, click the **Test Settings** button. If any issues are found during validation, BitDefender will inform you which areas require your attention.

Click **OK** to save the changes and close the window.

20.3. Web Control

The **Web Control** helps you to block access to web sites with inappropriate content. A list of candidates for blocking both sites and parts thereof is provided and updated by BitDefender, as part of the regular update process.

To configure the Web Control for a specific user account, click the **Modify** button corresponding to that user account and click the **Web** tab.


BitDefender Parental Control
Status
Web
Web Limiter
Applications
Keywords
Messaging
Enable Web Control
Select how would you prefer BitDefender to filter the web traffic:
Allow of sites, except the ones in the list
Block all sites, except the ones in the list
Allow Site
Block Site
URL
Status
This is the list of websites that are filtered by the Web Control feature. You can edit or remove an entry by clicking the relevant buttons available in the list, or you can add a new URL by clicking on Allow Website or Block Website.
Close

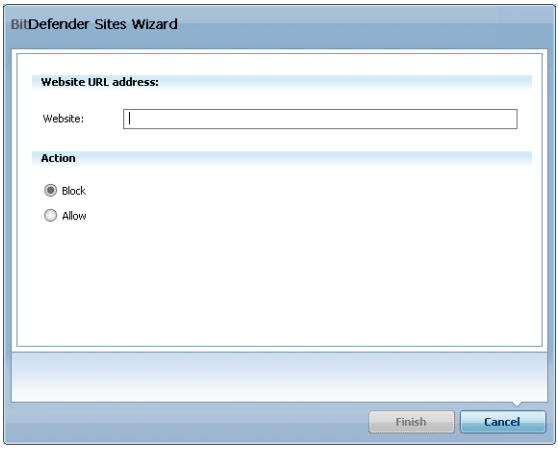
Web Control

To enable this protection select the check box corresponding to **Enable Web Control**.

20.3.1. Creating Web Control Rules

To allow or block access to a website, follow these steps:

1. Click **Allow Site** or **Block Site**. A new window will appear:



Specify Website

2. Enter the website address in the **Website** field.

Syntax:

- `*.xxx.com` - the action of the rule will apply on all web sites finished with `.xxx.com`;
- `*porn*` - the action of the rule will apply on all web sites containing `porn` in the web site address;
- `www.*.com` - the action of the rule will apply on all web sites having the domain suffix `com`;
- `www.xxx.*` - the action of the rule will apply on all web sites starting with `www.xxx.` no matter the domain suffix.

3. Select the desired action for this rule - **Allow** or **Block**.
4. Click **Finish** to add the rule.

20.3.2. Managing Web Control Rules

The Website Control rules that have been configured are listed in the table on the lower side of the window. The website address and current status are listed for each Web Control rule.

To edit a rule, select it, click the **Edit** button and make the necessary changes in the configuration window. To delete a rule, select it and click the **Delete** button.

You must also select what action BitDefender Parental Control should take on websites for which there are no Web Control rules:

- **Allow all sites, except the ones in the list**. Select this option to allow access to all websites except those for which you have set the **Block** action.
- **Block all sites, except the ones in the list**. Select this option to block access to all websites except those for which you have set the **Allow** action.

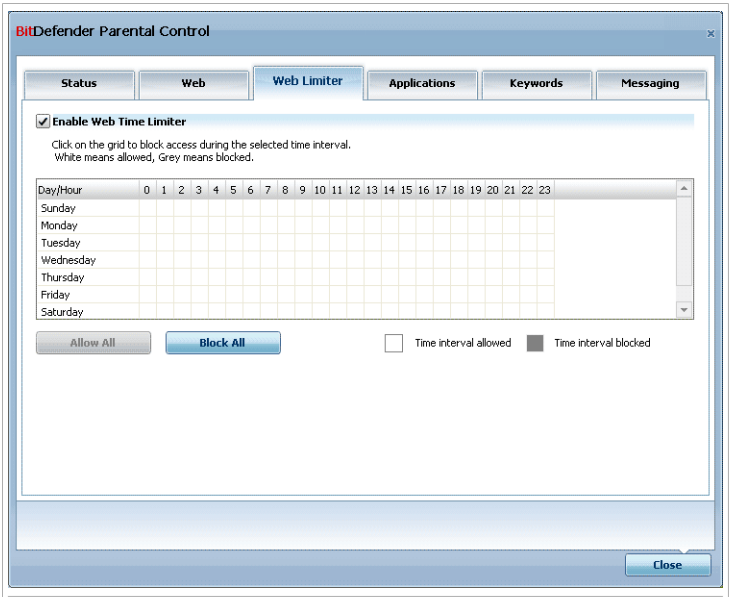
20.4. Web Time Limiter

The **Web Time Limiter** helps you to allow or block web access for users or applications during specified time intervals.

Note

BitDefender will perform updates every hour no matter the settings of the **Web Time Limiter**.

To configure the Web Time Limiter for a specific user, click the **Modify** button corresponding to that user account and click the **Web Limiter** tab.



Web Time Limiter

To enable this protection select the check box corresponding to **Enable Web Time Limiter**.

Select the time intervals when all the internet connections will be blocked. You can click individual cells, or you can click and drag to cover longer periods. Also, you

can click **Block all** to select all the cells and, implicitly, to block all the web access. If you click **Allow all**, the internet connections will be permitted all the time.

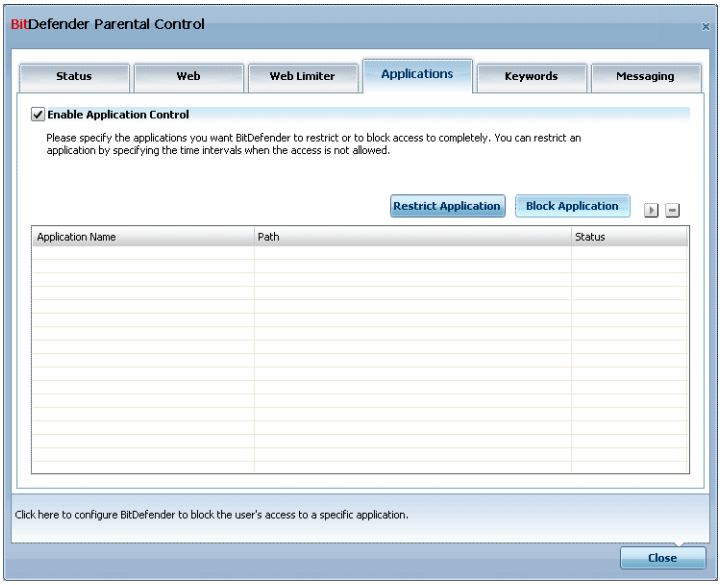
Important

The boxes coloured in grey represent the time intervals when all internet connections are blocked.

20.5. Applications Control

The **Applications Control** helps you to block any application from running. Games, media and messaging software, as well as other categories of software and malware can be blocked this way. Applications blocked in this manner are also protected from modifications, and cannot be copied or moved. You can block applications permanently or just during certain time intervals, such as those when your children should be doing their homework.

To configure the Applications Control for a specific user account, click the **Modify** button corresponding to that user account and click the **Applications** tab.


BitDefender Parental Control
Status
Web
Web Limiter
Applications
Keywords
Messaging
Enable Application Control
Please specify the applications you want BitDefender to restrict or to block access to completely. You can restrict an application by specifying the time intervals when the access is not allowed.
Restrict Application
Block Application
Application Name
Path
Status
Click here to configure BitDefender to block the user's access to a specific application.
Close

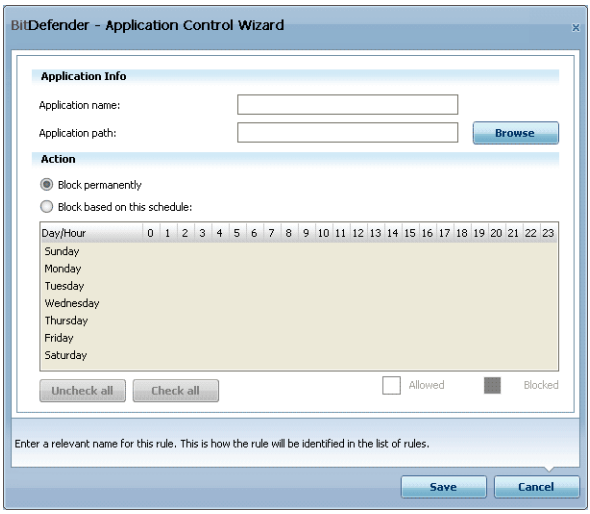
Applications Control

To enable this protection select the check box corresponding to **Enable Application Control**.

20.5.1. Creating Application Control Rules

To block or restrict access to an application, follow these steps:

1. Click **Block Application** or **Restrict Application**. A new window will appear:



Specify Application

2. Click **Browse** to locate the application to which you want to block/restrict access.
3. Select the action of the rule:
   - **Block permanently** to block access to the application completely.
   - **Block based on this schedule** to restrict access to certain time intervals.

   If you choose to restrict access rather than block the application completely, you must also select from the grid the days and the time intervals during which access is blocked. You can click individual cells, or you can click and drag to cover longer periods. Also, you can click **Check all** to select all the cells and, implicitly, block the application completely. If you click **Uncheck all**, access to the application will be permitted at all times.
4. Click **Finish** to add the rule.

20.5.2. Managing Application Control Rules

The Application Control rules that have been configured are listed in the table on the lower side of the window. The name of the application, the path and the current status are listed for each Application Control rule.

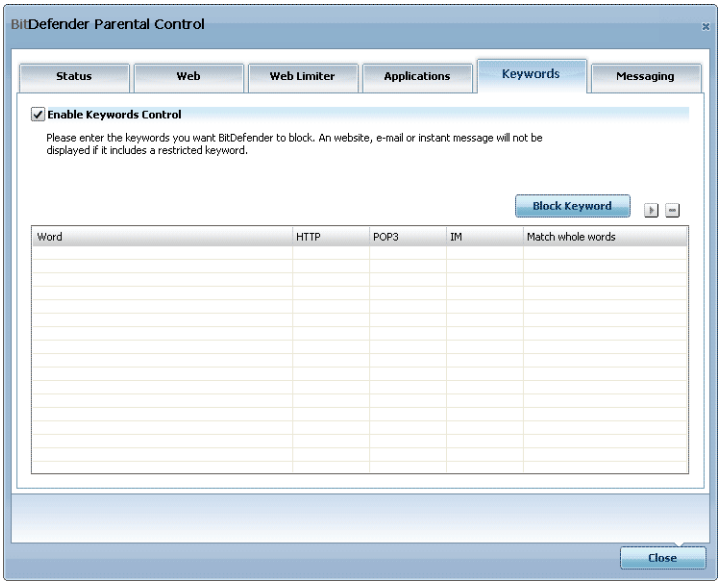
To edit a rule, select it, click the **Edit** button and make the necessary changes in the configuration window. To delete a rule, select it and click the **Delete** button.

20.6. Keywords Control

Keywords Control helps you block users' access to e-mail messages, web pages and instant messages that contain specific words. Using Keywords Control, you can prevent your children from seeing inappropriate words or phrases when they are online.

Note
The instant messaging Keywords Control is only available for Yahoo Messenger and Windows Live (MSN) Messenger.

To configure Keywords Control for a specific user account, click the **Modify** button corresponding to that user account and click the **Keywords** tab.



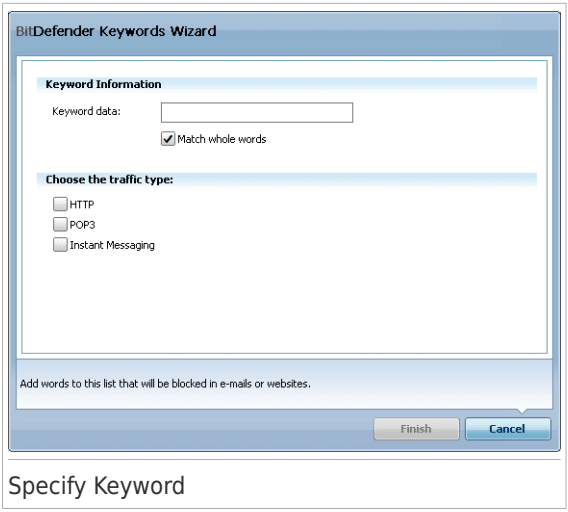
Keywords Control

Select the **Enable Keywords Control** check box if you want to use this control feature.

20.6.1. Creating Keywords Control Rules

To block a word or phrase, follow these steps:

1. Click **Block Keyword**. A new window will appear:



Specify Keyword

2. Type the word or phrase you want to block in the edit field. If you want only whole words to be detected, select the **Match whole words** check box.
3. Select the traffic type BitDefender should scan for the specified word.

Option	Description
HTTP	Web pages that contain the keyword are blocked.
POP3	E-mail messages that contain the keyword are blocked.
Instant Messaging	Instant messages that contain the keyword are blocked.

4. Click **Finish** to add the rule.

20.6.2. Managing Keywords Control Rules

The Keywords Control rules that have been configured are listed in the table on the lower side of the window. The words and the current status for the different traffic types are listed for each Keywords Control rule.

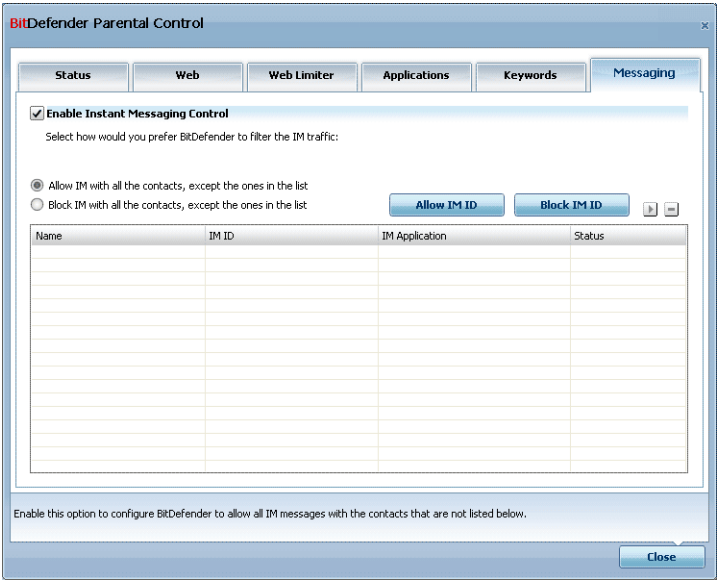
To edit a rule, select it, click the **Edit** button and make the necessary changes in the configuration window. To delete a rule, select it and click the **Delete** button.

20.7. Instant Messaging (IM) Control

The Instant Messaging (IM) Control allows you to specify the IM contacts your children are allowed to chat with.

Note
The IM Control is only available for Yahoo Messenger and Windows Live (MSN) Messenger.

To configure IM Control for a specific user account, click the **Modify** button corresponding to that user account and click the **Messaging** tab.


BitDefender Parental Control
Status
Web
Web Limiter
Applications
Keywords
Messaging
Enable Instant Messaging Control
Select how would you prefer BitDefender to filter the IM traffic:
Allow IM with all the contacts, except the ones in the list
Block IM with all the contacts, except the ones in the list
Allow IM ID
Block IM ID
Name
IM ID
IM Application
Status
Enable this option to configure BitDefender to allow all IM messages with the contacts that are not listed below.
Close

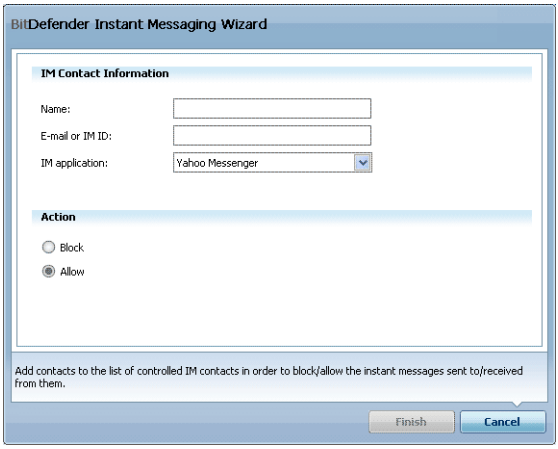
Instant Messaging Control

Select the **Enable Instant Messaging Control** check box if you want to use this control feature.

20.7.1. Creating Instant Messaging (IM) Control Rules

To allow or block instant messaging with a contact, follow these steps:

1. Click **Block IM ID** or **Allow IM ID**. A new window will appear:



Add IM contact

2. Type the contact's name in the **Name** field.
3. Type the e-mail address or the user name used by the IM contact in the **E-mail or IM ID** field.
4. Choose the IM program the contact associates with.
5. Select the action for this rule - **Block** or **Allow**
6. Click **Finish** to add the rule.

20.7.2. Managing Instant Messaging (IM) Control Rules

The IM Control rules that have been configured are listed in the table on the lower side of the window. The name, IM ID, IM application and the current status are listed for each IM Control rule.

To edit a rule, select it, click the **Edit** button and make the necessary changes in the configuration window. To delete a rule, select it and click the **Delete** button.

You must also select what action BitDefender Parental Control should take on IM contacts for which no rules have been created. Select **Block** or **Allow IM with all the contacts, except the ones in the list**.

21. Privacy Control

BitDefender monitors dozens of potential “hotspots” in your system where spyware might act, and also checks any changes made to your system and software. It is effective in blocking Trojan horses and other tools installed by hackers, who try to compromise your privacy and send your personal information, like credit card numbers, from your computer to the hacker.

21.1. Privacy Control Status

To configure the Privacy Control and to view information regarding its activity, go to **Privacy Control>Status** in Expert Mode.

Privacy Control Status

You can see whether Privacy Control is enabled or disabled. If you want to change the Privacy Control status, clear or select the corresponding check box.

Important
To prevent data theft and protect your privacy keep the **Privacy Control** enabled.

The Privacy Control protects your computer using these important protection controls:

- Identity Control - protects your confidential data by filtering all outgoing web (HTTP), e-mail (SMTP) and instant messaging traffic according to the rules you create in the Identity section.
- Registry Control - asks for your permission whenever a program tries to modify a registry entry in order to be executed at Windows start-up.
- Cookie Control - asks for your permission whenever a new website tries to set a cookie.
- Script Control - asks for your permission whenever a website tries to activate a script or other active content.

At the bottom of the section you can see the **Privacy Control statistics**.

21.1.1. Configuring Protection Level

You can choose the protection level that better fits your security needs. Drag the slider along the scale to set the appropriate protection level.

There are 3 protection levels:

Protection level	Description
Permissive	All protection controls are disabled.
Default	Only **Identity Control** is enabled.
Aggressive	**Identity Control**, **Registry Control**, **Cookie Control** and **Script Control** are enabled.

You can customize the protection level by clicking **Custom level**. In the window that will appear, select the protection controls you want to enable and click **OK**.

Click **Default Level** to position the slider at the default level.

21.2. Identity Control

Keeping confidential data safe is an important issue that bothers us all. Data theft has kept pace with the development of Internet communications and it makes use of new methods of fooling people into giving away private information.

Whether it is your e-mail or your credit card number, when they fall into the wrong hands such information may cause you damage: you may find yourself drowning in spam messages or you might be surprised to access an emptied account.

Identity Control protects you against the theft of sensitive data when you are online. Based on the rules you create, Identity Control scans the web, e-mail and instant messaging traffic leaving your computer for specific character strings (for example, your credit card number). If there is a match, the respective web page, e-mail or instant message is blocked.

You can create rules to protect any piece of information you might consider personal or confidential, from your phone number or e-mail address to your bank account information. Multiuser support is provided so that users logging on to different Windows user accounts can configure and use their own identity protection rules. If your Windows account is an administrator account, the rules you create can be configured to also apply when other users of the computer are logged on to their Windows user accounts.

Why use Identity Control?

- Identity Control is very effective in blocking keylogger spyware. This type of malicious applications records your keystrokes and sends them over the Internet to a malicious person (hacker). The hacker can find out sensitive information from the stolen data, such as bank account numbers and passwords, and use it to gain personal benefits.

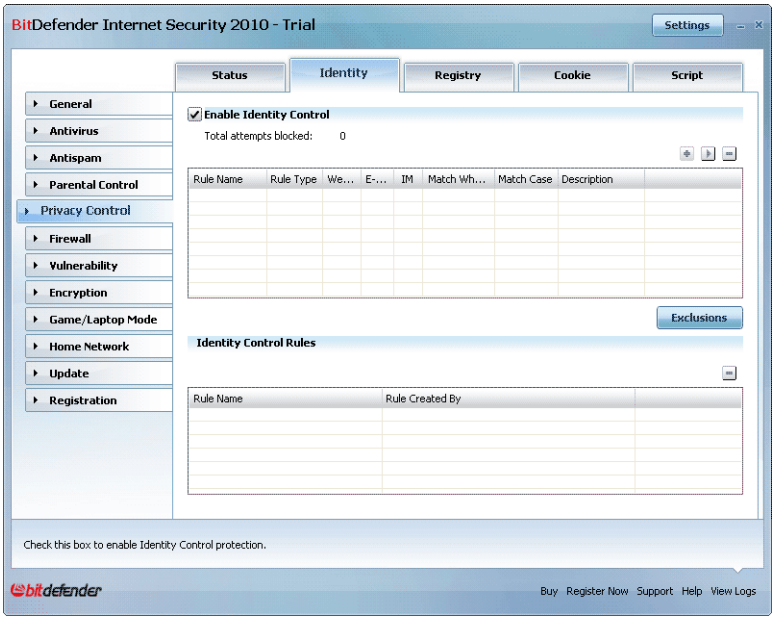
  Supposing such an application manages to avoid antivirus detection, it cannot send the stolen data by e-mail, web or instant messages if you have created appropriate identity protection rules.

- Identity Control can protect you from phishing attempts (attempts to steal personal information). The most common phishing attempts make use of a deceiving e-mail to trick you into submitting personal information on a fake web page.

  For example, you may receive an e-mail claiming to be from your bank and requesting you to urgently update your bank account information. The e-mail provides you with a link to the web page where you must provide your personal information. Although they seem to be legitimate, the e-mail and the web page the misleading link directs you to are fake. If you click the link in the e-mail and submit your personal information on the fake web page, you will disclose this information to the malicious persons who organized the phishing attempt.

  If appropriate identity protection rules are in place, you cannot submit personal information (such as your credit card number) on a web page unless you have explicitly defined an exception for the respective web page.

To configure Identity Control, go to **Privacy Control>Identity** in Expert Mode.



Identity Control

If you want to use Identity Control, follow these steps:

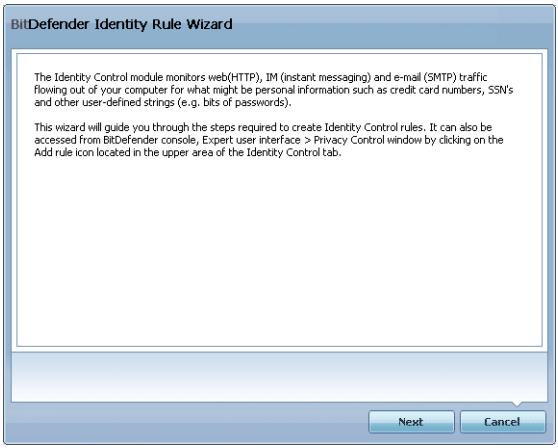
1. Select the **Enable Identity Control** check box.
2. Create rules to protect your sensitive data. For more information, please refer to "*Creating Identity Rules*" (p. 201).
3. If needed, define specific exclusions from the rules you have created. For more information, please refer to "*Defining Exclusions*" (p. 204).
4. If you are an administrator on the computer, you can exclude yourself from identity rules created by other administrators.

   For more information, please refer to "*Rules Defined by Other Administrators*" (p. 206).

21.2.1. Creating Identity Rules

To create an identity protection rule, click the **Add** button and follow the configuration wizard.

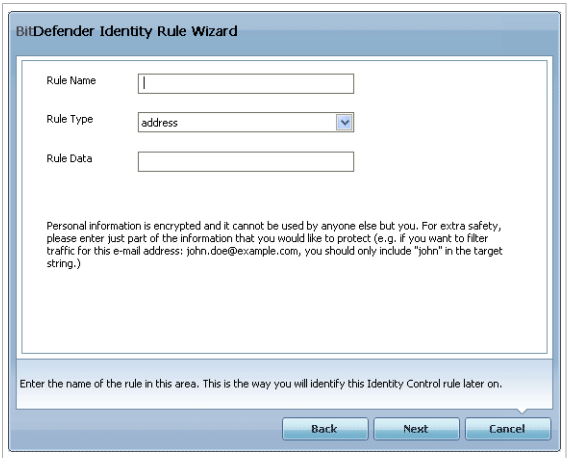
Step 1/4 - Welcome Window


BitDefender Identity Rule Wizard
The Identity Control module monitors web(HTTP), IM (instant messaging) and e-mail (SMTP) traffic flowing out of your computer for what might be personal information such as credit card numbers, SSN's and other user-defined strings (e.g. bits of passwords).
This wizard will guide you through the steps required to create Identity Control rules. It can also be accessed from BitDefender console, Expert user interface > Privacy Control window by clicking on the Add rule icon located in the upper area of the Identity Control tab.
Next
Cancel

Welcome Window

Click **Next**.

Step 2/4 - Set Rule Type and Data


BitDefender Identity Rule Wizard
Rule Name
Rule Type
address
Rule Data
Personal information is encrypted and it cannot be used by anyone else but you. For extra safety, please enter just part of the information that you would like to protect (e.g. if you want to filter traffic for this e-mail address: john.doe@example.com, you should only include "john" in the target string.)
Enter the name of the rule in this area. This is the way you will identify this Identity Control rule later on.
Back
Next
Cancel

Set Rule Type and Data

You must set the following parameters:

- **Rule Name** - type the name of the rule in this edit field.
- **Rule Type** - choose the rule type (address, name, credit card, PIN, SSN etc).
- **Rule Data** - type the data you want to protect in this edit field. For example, if you want to protect your credit card number, type all or part of it here.

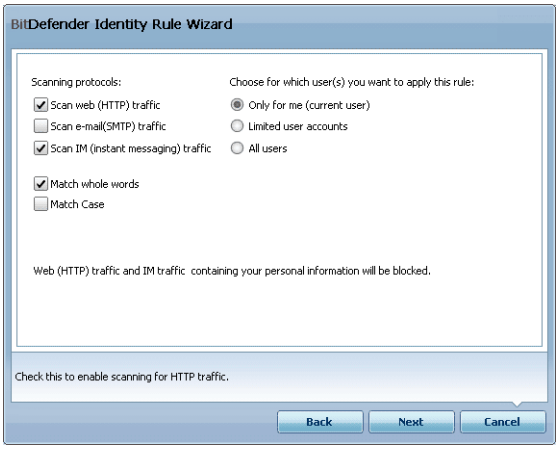
Note

If you enter less than three characters, you will be prompted to validate the data. We recommend you to enter at least three characters in order to avoid the mistaken blocking of messages and web pages.

All of the data you enter is encrypted. For extra safety, do not enter all of the data you wish to protect.

Click **Next**.

Step 3/4 - Select Traffic Types and Users


BitDefender Identity Rule Wizard
Scanning protocols:
Scan web (HTTP) traffic
Scan e-mail(SMTP) traffic
Scan IM (instant messaging) traffic
Match whole words
Match Case
Choose for which user(s) you want to apply this rule:
Only for me (current user)
Limited user accounts
All users
Web (HTTP) traffic and IM traffic containing your personal information will be blocked.
Check this to enable scanning for HTTP traffic.
Back
Next
Cancel

Select Traffic Types and Users

Select the type of traffic you want BitDefender to scan. The following options are available:

- **Scan Web (HTTP traffic)** - scans the HTTP (web) traffic and blocks the outgoing data that matches the rule data.
- **Scan e-mail (SMTP traffic)** - scans the SMTP (mail) traffic and blocks the outgoing e-mail messages that contain the rule data.
- **Scan IM (Instant Messaging) traffic** - scans the Instant Messaging traffic and blocks the outgoing chat messages that contain the rule data.

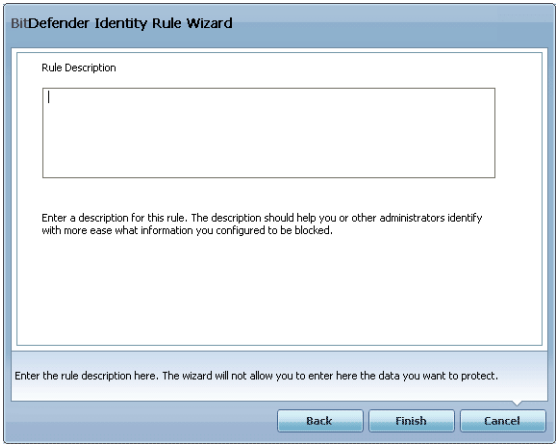
You can choose to apply the rule only if the rule data matches whole words or if the rule data and the detected string case match.

Specify the users for which the rule applies.

- **Only for me (current user)** - the rule will apply only to your user account.
- **Limited user accounts** - the rule will apply to you and all limited Windows accounts.
- **All users** - the rule will apply to all Windows accounts.

Click **Next**.

Step 4/4 - Describe Rule


BitDefender Identity Rule Wizard
Rule Description
Enter a description for this rule. The description should help you or other administrators identify with more ease what information you configured to be blocked.
Enter the rule description here. The wizard will not allow you to enter here the data you want to protect.
Back
Finish
Cancel

Describe Rule

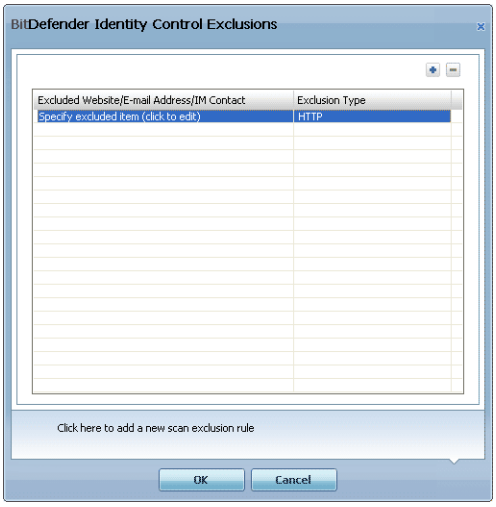
Enter a short description of the rule in the edit field. Since the blocked data (character string) is not displayed in plain text when accessing the rule, the description should help you easily identify it.

Click **Finish**. The rule will appear in the table.

21.2.2. Defining Exclusions

There are cases when you need to define exceptions to specific identity rules. Let's consider the case when you create a rule that prevents your credit card number from being sent over HTTP (web). Whenever your credit card number is submitted on a website from your user account, the respective page is blocked. If you want, for example, to buy footwear from an online shop (which you know to be secure), you will have to specify an exception to the respective rule.

To open the window where you can manage exceptions, click **Exclusions**.



Exclusions

To add an exception, follow these steps:

1. Click the **Add** button to add a new entry in the table.
2. Double-click **Specify excluded item** and provide the web site, the e-mail address or the IM contact that you want to add as exception.
3. Double-click **Traffic type** and choose from the menu the option corresponding to the type of address previously provided.
   - If you have specified a web address, select **HTTP**.
   - If you have specified an e-mail address, select **E-mail (SMTP)**.
   - If you have specified an IM contact, select **IM**.

To remove an exception from the list, select it and click the **Remove** button.

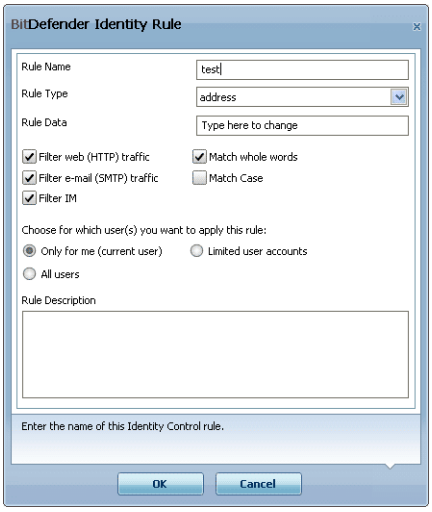
Click **OK** to save the changes.

21.2.3. Managing Rules

You can see the rules created so far listed in the table.

To delete a rule, select it and click the **Delete** button.

To edit a rule select it and click the **Edit** button or double-click it. A new window will appear.



Edit Rule

Here you can change the name, description and parameters of the rule (type, data and traffic). Click **OK** to save the changes.

21.2.4. Rules Defined by Other Administrators

When you are not the only user with administrative rights on your system, the other administrators can create identity rules of their own. In case you want rules created by other users not to apply when you are logged on, BitDefender allows you to exclude yourself from any rule that you have not created.

You can see a list of rules created by other administrators in the table under **Identity Control Rules**. For each rule, its name and the user who created it are listed in the table.

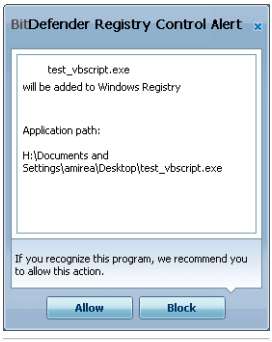
To exclude yourself from a rule, select the rule in the table and click the **Delete** button.

21.3. Registry Control

A very important part of the Windows operating system is called the **Registry**. This is where Windows keeps its settings, installed programs, user information and so on.

The **Registry** is also used to define which programs should be launched automatically when Windows is started. Viruses often use this in order to be automatically launched when the user restarts his computer.

Registry Control keeps an eye on the Windows Registry - this is again useful for detecting Trojan horses. It will alert you whenever a program will try to modify a registry entry in order to be executed at Windows start-up.



Registry Alert

You can see the program that is trying to modify Windows Registry.

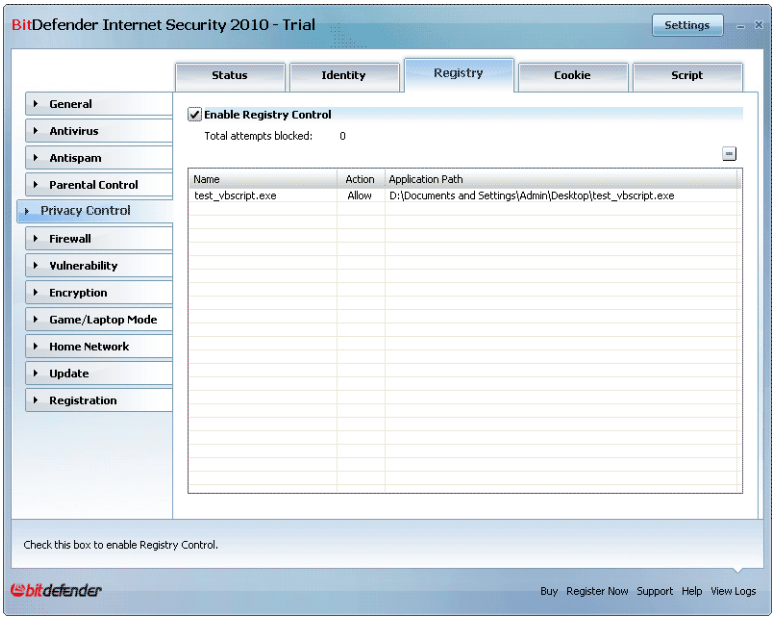
If you do not recognize the program and if it seems suspicious, click **Block** to prevent it from modifying Windows Registry. Otherwise, click **Allow** to permit the modification.

Based on your answer, a rule is created and listed in the rules table. The same action is applied whenever this program tries to modify a registry entry.

Note

BitDefender will usually alert you when you install new programs that need to run after the next startup of your computer. In most cases, these programs are legitimate and can be trusted

To configure Registry Control, go to **Privacy Control>Registry** in Expert Mode.



Registry Control

You can see the rules created so far listed in the table.

To delete a rule, select it and click the **Delete** button.

21.4. Cookie Control

Cookies are a very common occurrence on the Internet. They are small files stored on your computer. Websites create these cookies in order to keep track of specific information about you.

Cookies are generally made to make your life easier. For example they can help the website remember your name and preferences, so that you don't have to enter them on every visit.

But cookies can also be used to compromise your privacy, by tracking your surfing patterns.

This is where **Cookie Control** helps. When enabled, **Cookie Control** will ask for your permission whenever a new website tries to set a cookie:

BitDefender Cookie Control Alert
Internet Explorer
Location: h:\program files\internet explorer\iexplore.exe
Question:
This program wants to send a previously stored cookie to [coding.derkeiler.com]. Do you want to allow this program to do this operation?
Allow this cookie to be stored and resent only if the website is a trusted one.
Yes
No

Cookie Alert

You can see the name of the application that is trying to send the cookie file.

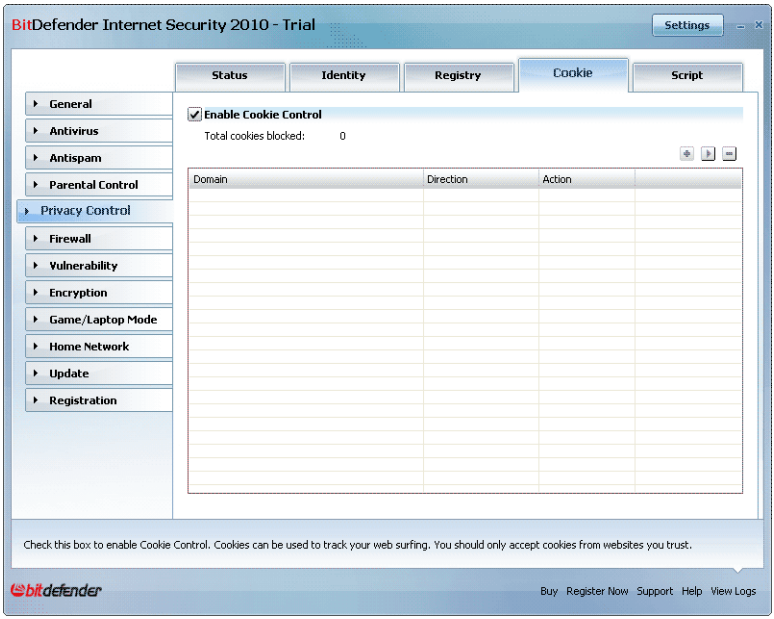
Click **Yes** or **No** and a rule will be created, applied and listed in the rules table.

This will help you to choose which websites you trust and which you don't.

Note

Because of the great number of cookies used on the Internet today, **Cookie Control** can be quite bothersome to begin with. At first, it will ask a lot of questions about sites trying to place cookies on your computer. As soon as you add your regular sites to the rule-list, surfing will become as easy as before.

To configure Cookie Control, go to **Privacy Control>Cookie** in Expert Mode.



Cookie Control

You can see the rules created so far listed in the table.

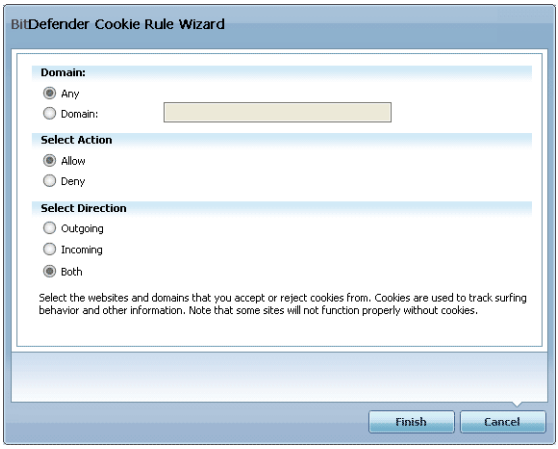
Important
The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

To delete a rule, select it and click the **Delete** button. To modify the rule parameters, select the rule and click the **Edit** button or double-click it. Make the desired changes in the configuration window.

To manually add a rule, click the **Add** button and configure the rule parameters in the configuration window.

21.4.1. Configuration Window

When you edit or manually add a rule, the configuration window will appear.



Select Address, Action and Direction

You can set the parameters:

- **Domain address** - type in the domain on which the rule should apply.
- **Action** - select the action of the rule.

Action	Description
Allow	The cookies on that domain will execute.
Deny	The cookies on that domain will not execute.

- **Direction** - select the traffic direction.

Type	Description
Outgoing	The rule applies only for the cookies that are sent out back to the connected site.
Incoming	The rule applies only for the cookies that are received from the connected site.
Both	The rule applies in both directions.

Note
You can accept cookies but never return them by setting the action to **Deny** and the direction to **Outgoing**.

Click **Finish**.

21.5. Script Control

Scripts and other codes such as ActiveX controls and Java applets, which are used to create interactive web pages, can be programmed to have harmful effects. ActiveX elements, for example, can gain total access to your data and they can read data from your computer, delete information, capture passwords and intercept messages while you're online. You should only accept active content from sites you fully know and trust.

BitDefender lets you choose to run these elements or to block their execution.

With **Script Control** you will be in charge of which websites you trust and which you don't. BitDefender will ask you for permission whenever a website tries to activate a script or other active content:

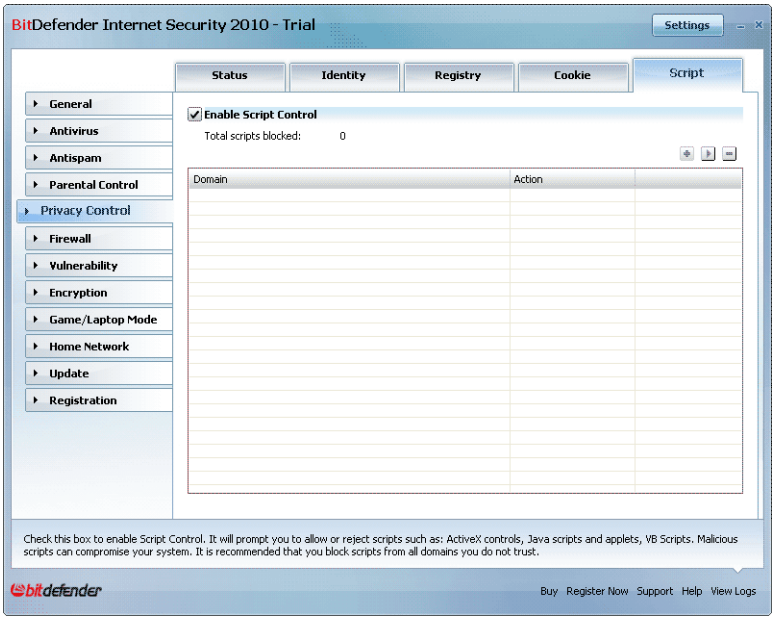
BitDefender Script Control Alert
Internet Explorer
Location: h:\program files\internet explorer\iexplore.exe
Question:
This program received active content (ActiveX/Java Applet/Script) from [coding.derkeiler.com] through an web(HTTP) service. Do you want to allow this program to store it locally?
Allow this script to be stored and run only if the website is a trusted one.
Yes
No

Script Alert

You can see the name of the resource.

Click **Yes** or **No** and a rule will be created, applied and listed in the rules table.

To configure Script Control, go to **Privacy Control>Script** in Expert Mode.



Script Control

You can see the rules created so far listed in the table.

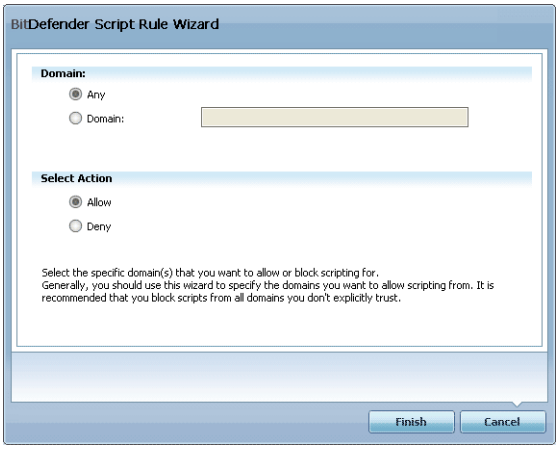
Important
The rules are listed in order of their priority starting from the top, meaning the first rule has the highest priority. Drag&drop rules in order to change their priority.

To delete a rule, select it and click the **Delete** button. To modify the rule parameters, select the rule and click the **Edit** button or double-click it. Make the desired changes in the configuration window.

To manually create a rule, click the **Add** button and configure the rule parameters in the configuration window.

21.5.1. Configuration Window

When you edit or manually add a rule, the configuration window will appear.


BitDefender Script Rule Wizard
Domain:
Any
Domain:
Select Action
Allow
Deny
Select the specific domain(s) that you want to allow or block scripting for.
Generally, you should use this wizard to specify the domains you want to allow scripting from. It is recommended that you block scripts from all domains you don't explicitly trust.
Finish
Cancel

Select Address and Action

You can set the parameters:

- **Domain address** - type in the domain on which the rule should apply.
- **Action** - select the action of the rule.

Action	Description
Allow	The scripts on that domain will execute.
Deny	The scripts on that domain will not execute.

Click **Finish**.

22. Firewall

The Firewall protects your computer from inbound and outbound unauthorized connection attempts. It is quite similar to a guard at your gate - it will keep a watchful eye on your Internet connection and keep track of who to allow access to the Internet and who to block.

Note
A firewall is essential if you have a broadband or DSL connection.

In Stealth Mode your computer is “hidden” from malicious software and hackers. The firewall module is capable of automatically detecting and protecting against port scans (streams of packets sent to a machine in order to find “access points”, often in preparation for an attack).

22.1. Settings

To configure the firewall protection, go to **Firewall>Settings** in Expert Mode.

Firewall Settings

You can see whether the BitDefender firewall is enabled or disabled. If you want to change the firewall status, clear or select the corresponding check box.

Important
To be protected against Internet attacks keep the **Firewall** enabled.

There are two categories of information:

- **Network Configuration Brief.** You can see your computer's name, its IP address and the default gateway. If you have more than one network adapter (meaning that you are connected to more than one network), you will see the IP address and the gateway configured for each network adapter.
- **Statistics.** You can see various statistics regarding the firewall activity:
  - number of bytes sent.
  - number of bytes received.
  - number of port scans detected and blocked by BitDefender. Port scans are frequently used by hackers to find open ports on your computer with the intent of exploiting them.
  - number of packets dropped.
  - number of open ports.
  - number of active incoming connections.
  - number of active outgoing connections.

To see the active connections and the open ports, go to the Activity tab.

At the bottom of the section you can see the BitDefender statistics regarding incoming and outgoing traffic. The graph shows the internet traffic volume over the last two minutes.

Note
The graph appears even if the **Firewall** is disabled.

22.1.1. Setting the Default Action

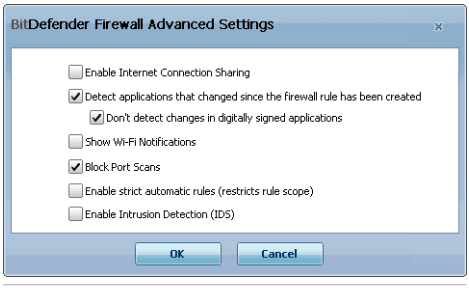
By default, BitDefender automatically allows all known programs from its white list to access network services and the Internet. For all the other programs, BitDefender prompts you through an alert window to specify the action to be taken. The action you specify is applied every time the respective application requests network/Internet access.

You can drag the slider along the scale to set the default action to be taken on the applications requiring network/Internet access. The following default actions are available:

Default action	Description
Allow All	Applies the current rules and allows all traffic attempts that do not match any of the current rules without prompting. This policy is strongly discouraged, but it might be useful for network administrators and gamers.
Allow Known Programs	Applies the current rules and allows all outgoing connection attempts from programs which are known to be legitimate (whitelisted) by BitDefender without prompting. For the rest of connection attempts, BitDefender will ask for your permission. Whitelisted programs are the most commonly used applications worldwide. They include the most known web browsers, audio&video players, chat and filesharing programs, as well as server clients and operating system applications. To see the complete whitelist, click **View Whitelist**.
Report	Applies the current rules and consults you about all traffic attempts that do not match any of the current rules.
Deny All	Applies the current rules and denies all traffic attempts that do not match any of the current rules.

22.1.2. Configuring Advanced Firewall Settings

You can click **Advanced Settings** to configure the advanced firewall settings.


BitDefender Firewall Advanced Settings
Enable Internet Connection Sharing
Detect applications that changed since the firewall rule has been created
Don't detect changes in digitally signed applications
Show Wi-Fi Notifications
Block Port Scans
Enable strict automatic rules (restricts rule scope)
Enable Intrusion Detection (IDS)
OK
Cancel

Advanced Firewall Settings

The following options are available:

- **Enable Internet Connection Sharing(ICS) support** - enables support for Internet Connection Sharing(ICS).

Note

This option does not automatically enable ICS on your system, but only allows this type of connection in case you enable it from your operating system.

Internet Connection Sharing (ICS) enables members of local area networks to connect to the Internet through your computer. This is useful when you benefit from a special/particular Internet connection (e.g. wireless connection) and you want to share it with other members of your network.

Sharing your Internet connection with members of local area networks leads to a higher resource consumption level and may involve a certain risk. It also takes off some of your ports (those opened by the members who are using your Internet connection).

- **Detect applications that changed since the firewall rule has been created** - checks each application attempting to connect to the Internet to see if it has been changed since the rule controlling its access was added. If the application has been changed, an alert will prompt you to allow or to block the access of the application to the Internet.

  Usually, applications are changed by updates. But, there is a risk that they might be changed by malware applications, with the purpose of infecting your computer and other computers in the network.

  Note

  We recommend you to keep this option selected and to allow access only to those applications that you expect to have changed after the rule controlling their access was created.

  Signed applications are supposed to be trusted and have a higher degree of security. You can check **Don't detect changes in digitally signed applications** in order to allow changed signed applications to connect to the Internet without your receiving an alert about this event.

- **Show Wi-Fi Notifications** - if you are connected to a wireless network, displays informative windows regarding specific network events (for example, when a new computer has joined the network).
- **Block port scans** - detects and blocks attempts to find out which ports are open.

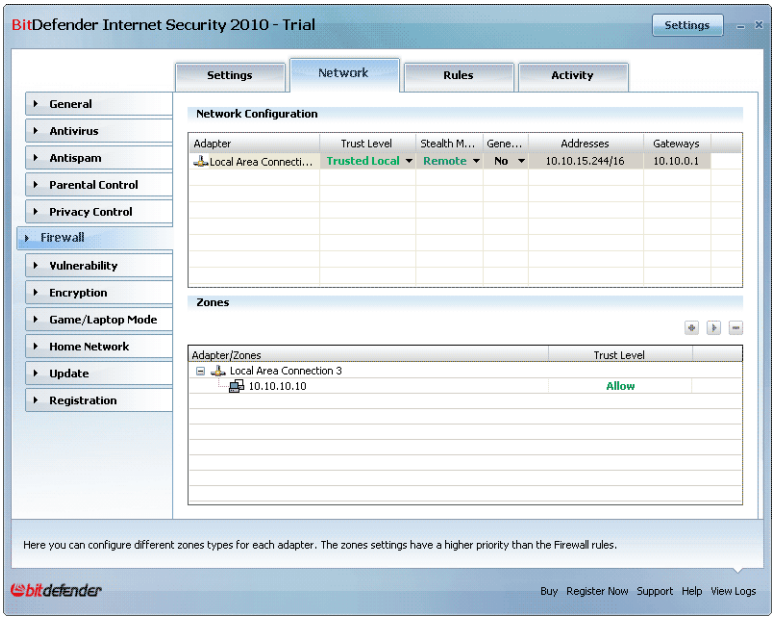
  Port scans are frequently used by hackers to find out which ports are open on your computer. They might then break into your computer if they find a less secure or vulnerable port.

- **Enable strict automatic rules** - creates strict rules using the firewall alert window. With this option selected, BitDefender will prompt you for action and create rules for each different process that opens the application requesting network or Internet access.

- **Enable Intrusion Detection (IDS)** - activates the heuristic monitoring of the applications trying to access network services or the Internet.

22.2. Network

To configure the firewall settings, go to **Firewall>Network** in Expert Mode.



Network

The columns in the **Network Configuration** table provide detailed information on the network you are connected to:

- **Adapter** - the network adapter your computer uses to connect to the network or the Internet.
- **Trust Level** - the trust level assigned to the network adapter. Depending on the network adapter configuration, BitDefender may automatically assign the adapter a trust level or prompt you for more information.
- **Stealth Mode** - whether you can be detected by other computers.
- **Generic Profile** - whether generic rules are applied to this connection.
- **Addresses** - the IP address configured on the adapter.
- **Gateways** - the IP address your computer uses to connect to Internet.

22.2.1. Changing the Trust Level

BitDefender assigns each network adapter a trust level. The trust level assigned to the adapter indicates how trustworthy the respective network is.

Based on the trust level, specific rules are created for the adapter regarding how the system and BitDefender processes access the network and the Internet.

You can see the trust level configured for each adapter in the **Network Configuration** table, under the **Trust Level** column. To change the trust level, click the arrow from the **Trust Level** column and select the desired level.

Trust level	Description
Full Trust	Disable the firewall for the respective adapter.
Trusted Local	Allow all traffic between your computer and computers in the local network.
Safe	Allow sharing resources with computers in the local network. This level is automatically set for local (home or office) networks.
Unsafe	Stop network or Internet computers from connecting to your computer. This level is automatically set for public networks (if you received an IP address from an Internet Service Provider).
Blocked Local	Block all traffic between your computer and computers in the local network, while providing Internet access. This trust level is automatically set for unsecured (open) wireless networks.
Blocked	Completely block network and Internet traffic through the respective adapter.

22.2.2. Configuring the Stealth Mode

Stealth Mode hides your computer from malicious software and hackers in the network or the Internet. To configure the Stealth Mode, click the arrow from the **Stealth** column and select the desired option.

Stealth option	Description
On	Stealth Mode is on. Your computer is not visible from both the local network and the Internet.
Off	Stealth Mode is off. Anyone from the local network or the Internet can ping and detect your computer.

Stealth option	Description
Remote	Your computer cannot be detected from the Internet. Local network users can ping and detect your computer.

22.2.3. Configuring Generic Settings

If the IP address of a network adapter is changed, BitDefender modifies the trust level accordingly. If you want to keep the same trust level, click the arrow from the **Generic** column and select **Yes**.

22.2.4. Network Zones

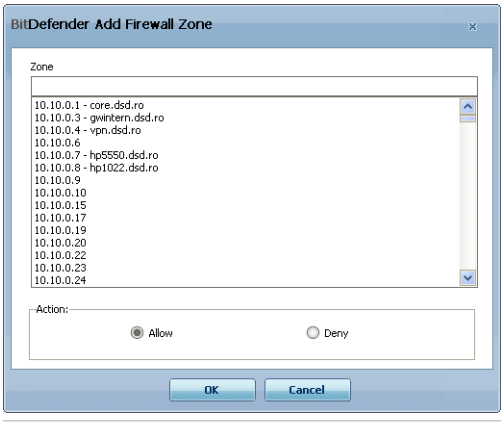
You can add allowed or blocked computers for a specific adapter.

A trusted zone is a computer that you fully trust. All traffic between your computer and a trusted computer is allowed. To share resources with specific computers in an unsecured wireless network, add them as allowed computers.

A blocked zone is a computer that you do not want to communicate at all with your computer.

The **Zones** table displays the current network zones per adapter.

To add a zone, click the **Add** button.



Add zone

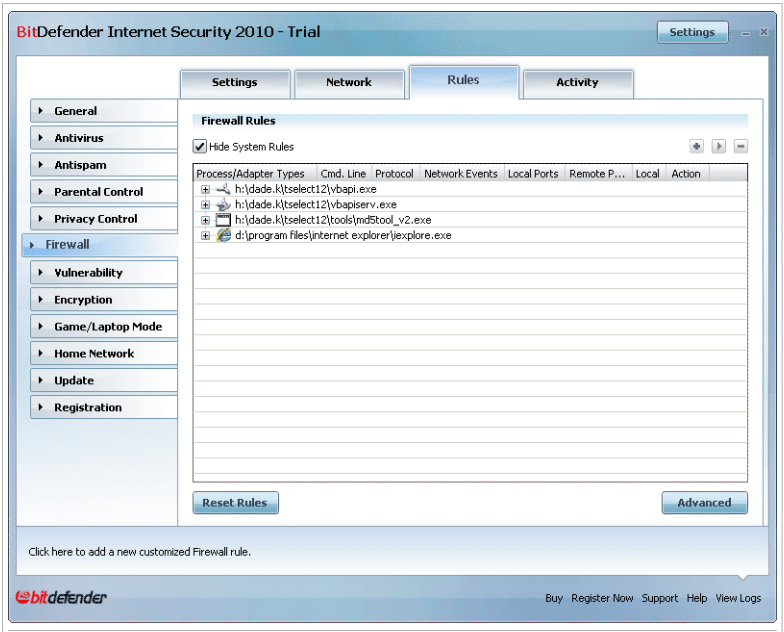
Proceed as follows:

1. Select the IP address of the computer you want to add.

2. Select the action:
   - **Allow** - to allow all traffic between your computer and the selected computer.
   - **Deny** - to block all traffic between your computer and the selected computer.
3. Click **OK**.

22.3. Rules

To manage the firewall rules controlling applications' access to network resources and Internet, go to **Firewall>Rules** in Expert Mode.



Firewall Rules

You can see the applications (processes) for which firewall rules have been created. Clear the **Hide system rules** check box if you want to also see the rules regarding the system or the BitDefender processes.

To see the rules created for a specific application, click the + box next to the respective application. You can learn detailed information about each rule, as indicated by the table columns:

- **Process/Adapter Types** - the process and the network adapter types the rule applies to. Rules are automatically created to filter network or Internet access

through any adapter. You can manually create rules or edit existing rules to filter an application's network or Internet access through a specific adapter (for example, a wireless network adapter).

- **Command Line** - the command used to start the process in the Windows command line interface (**cmd**).
- **Protocol** - the IP protocol the rule applies to. You may see one of the following:

Protocol	Description
Any	Includes all IP protocols.
TCP	Transmission Control Protocol - TCP enables two hosts to establish a connection and exchange streams of data. TCP guarantees delivery of data and also guarantees that packets will be delivered in the same order in which they were sent.
UDP	User Datagram Protocol - UDP is an IP-based transport designed for high performance. Games and other video-based applications often use UDP.
A number	Represents a specific IP protocol (other than TCP and UDP). You can find the complete list of assigned IP protocol numbers at www.iana.org/assignments/protocol-numbers.

- **Network Events** - the network events the rule applies to. The following events may be taken into account:

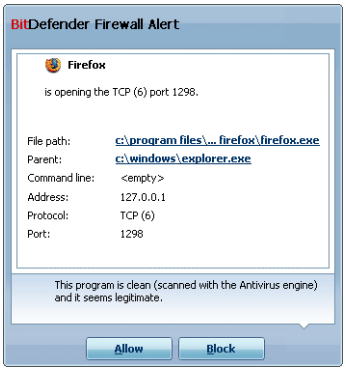
Event	Description
Connect	Preliminary exchange of standard messages used by connection-oriented protocols (such as TCP) to establish a connection. With connection-oriented protocols, data traffic between two computers occurs only after a connection is established.
Traffic	Flow of data between two computers.
Listen	State in which an application monitors the network awaiting to establish a connection or to receive information from a peer application.

- **Local Ports** - the ports on your computer the rule applies to.
- **Remote Ports** - the ports on the remote computers the rule applies to.
- **Local** - whether the rule applies only to computers in the local network.

- **Action** - whether the application is allowed or denied access to network or Internet under the specified circumstances.

22.3.1. Adding Rules Automatically

With **Firewall** enabled, BitDefender will ask for your permission whenever a connection to the Internet has been made:



Firewall Alert

You can see the following: the application that is trying to access the Internet, the path to the application file, the destination, the protocol used and the port on which the application is trying to connect.

Click **Allow** to allow all traffic (inbound and outbound) generated by this application from the local host to any destination, over the respective IP protocol and on all ports. If you click **Block**, the application will be denied access to the Internet over the respective IP protocol completely.

Based on your answer, a rule will be created, applied and listed in the table. The next time the application tries to connect, this rule will be applied by default.

Important
Allow inbound connection attempts only from IPs or domains you are sure to trust.

22.3.2. Deleting and Reseting Rules

To delete a rule, select it and click the **Remove rule** button. You can select and delete several rules at once.

If you want to delete all the rules created for a specific application, select the application from the list and click the **Remove rule** button.

If you want to load the default rule set for the selected trust level, click **Reset Rules**.

22.3.3. Creating and Modifying Rules

Creating new rules manually and modifying existing rules consist in configuring the rule parameters in the configuration window.

Creating rules. To create a rule manually, follow these steps:

1. Click the **Add rule** button. The configuration window will appear.
2. Configure the main and the advanced parameters as needed.

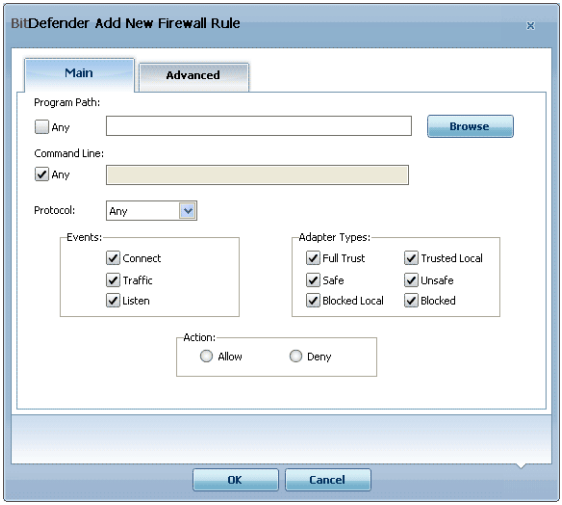
3. Click **OK** to add the new rule.

Modifying rules. To modify an existing rule, follow these steps:

1. Click the **Edit rule** button or double-click the rule. The configuration window will appear.
2. Configure the main and the advanced parameters as needed.
3. Click **OK** to save the changes.

Configuring Main Parameters

The **Main** tab of the configuration window allows configuring the main rule parameters.



Main Parameters

You can configure the following parameters:

- **Program Path.** Click **Browse** and select the application the rule applies to. If you want the rule to apply to all applications, select **Any**.
- **Command line.** If you want the rule to apply only when the selected application is opened with a specific command in the Windows command line interface, clear the **Any** check box and type the respective command in the edit field.
- **Protocol.** Select from the menu the IP protocol the rule applies to.
  - If you want the rule to apply to all protocols, select **Any**.
  - If you want the rule to apply to TCP, select **TCP**.

- If you want the rule to apply to UDP, select **UDP**.
- If you want the rule to apply to a specific protocol, select **Other**. An edit field will appear. Type the number assigned to the protocol you want to filter in the edit field.

Note

IP protocol numbers are assigned by the Internet Assigned Numbers Authority (IANA). You can find the complete list of assigned IP protocol numbers at www.iana.org/assignments/protocol-numbers.

- **Events.** Depending on the selected protocol, choose the network events the rule applies to. The following events may be taken into account:

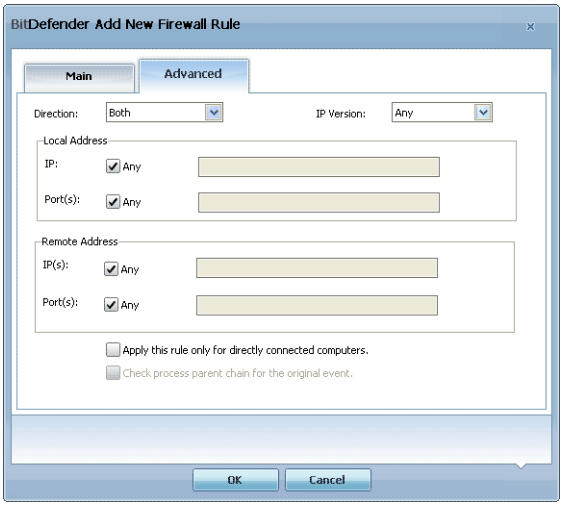
Event	Description
Connect	Preliminary exchange of standard messages used by connection-oriented protocols (such as TCP) to establish a connection. With connection-oriented protocols, data traffic between two computers occurs only after a connection is established.
Traffic	Flow of data between two computers.
Listen	State in which an application monitors the network awaiting to establish a connection or to receive information from a peer application.

- **Adapter Types.** Select the adapter types the rule applies to.
- **Action.** Select one of the available actions:

Action	Description
Allow	The specified application will be allowed network / Internet access under the specified circumstances.
Deny	The specified application will be denied network / Internet access under the specified circumstances.

Configuring Advanced Parameters

The **Advanced** tab of the configuration window allows configuring advanced rule parameters.



Advanced Parameters

You can configure the following advanced parameters:

- **Direction.** Select from the menu the traffic direction the rule applies to.

Direction	Description
Outbound	The rule applies only for the outgoing traffic.
Inbound	The rule applies only for the incoming traffic.
Both	The rule applies in both directions.

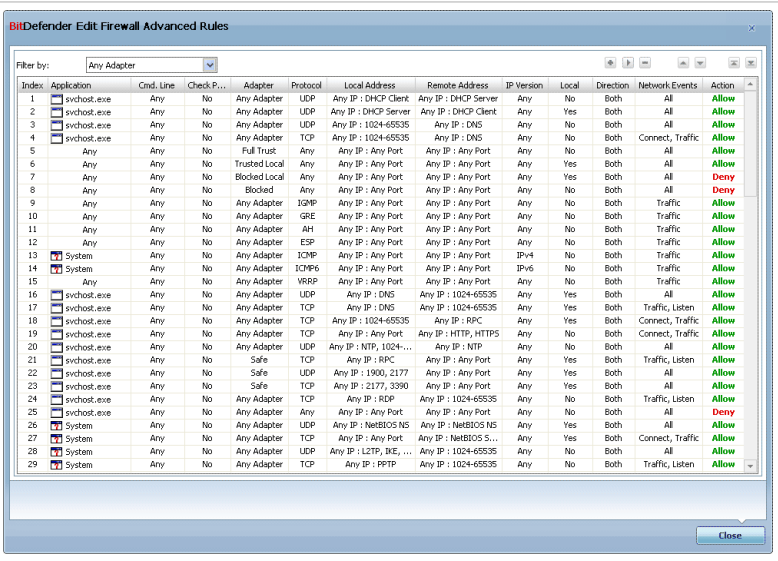
- **IP version.** Select from the menu the IP version (IPv4, IPv6 or any) the rule applies to.
- **Local Address.** Specify the local IP address and port the rule applies to as follows:
  - If you have more than one network adapters, you can clear the **Any** check box and type a specific IP address.
  - If you have selected TCP or UDP as protocol you can set a specific port or a range between 0 and 65535. If you want the rule to apply to all ports, select **Any**.
- **Remote Address.** Specify the remote IP address and port the rule applies to as follows:

- To filter traffic between your computer and a specific computer, clear the **Any** check box and type its IP address.
- If you have selected TCP or UDP as protocol you can set a specific port or a range between 0 and 65535. If you want the rule to apply to all ports, select **Any**.

- **Apply this rule only to directly connected computers.** Select this option when you want the rule to apply only to the local traffic attempts.
- **Check process parent chain for the original event.** You can only modify this parameter if you have selected **Strict automatic rules** (go to the Settings tab and click **Advanced Settings**). Strict rules mean that BitDefender prompts you for action when an application request network/Internet access everytime the parent process is different.

22.3.4. Advanced Rule Management

If you need advanced control over the firewall rules, click **Advanced**. A new window will appear.



Advanced Rule Management

You can see the firewall rules listed by the order they are checked in. The table columns provide comprehensive information about each rule.

Note

When a connection attempt is made (whether incoming or outgoing), BitDefender applies the action of the first rule matching the respective connection. Therefore, the order by which rules are checked is very important.

To delete a rule, select it and click the **Delete rule** button.

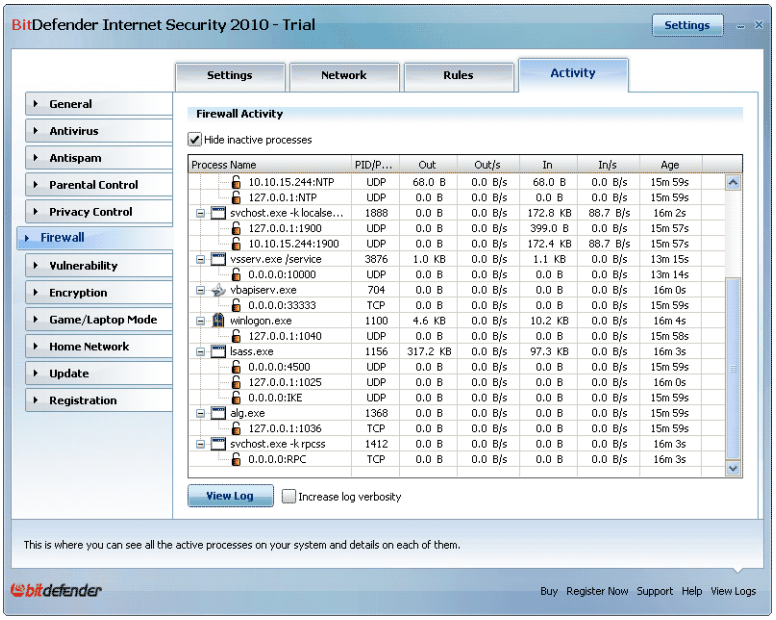
To edit an existing rule, select it and click the **Edit rule** button or double-click it.

You can increase or decrease the priority of a rule. Click the **Move Up In List** button to increase the priority of the selected rule by one level, or click the **Move Down In List** button to decrease the priority of the selected rule by one level. To assign a rule the highest priority, click the **Move First** button. To assign a rule the lowest priority, click the **Move Last** button.

Click **Close** to close the window.

22.4. Connection Control

To monitor the current network / Internet activity (over TCP and UDP) sorted by application and to open the BitDefender Firewall log, go to **Firewall>Activity** in Expert Mode.


BitDefender Internet Security 2010 - Trial
Settings
Settings
Network
Rules
Activity
General
Antivirus
Antispam
Parental Control
Privacy Control
Firewall
Vulnerability
Encryption
Game/Laptop Mode
Home Network
Update
Registration
Firewall Activity
Hide inactive processes
Process Name PID/P... Out Out/s In In/s Age
10.10.15.244:NTP UDP 68.0 B 0.0 B/s 68.0 B 0.0 B/s 15m 59s
127.0.0.1:NTP UDP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 15m 59s
svchost.exe -k localse... 1888 0.0 B 0.0 B/s 172.8 KB 88.7 B/s 16m 2s
127.0.0.1:1900 UDP 0.0 B 0.0 B/s 399.0 B 0.0 B/s 15m 57s
10.10.15.244:1900 UDP 0.0 B 0.0 B/s 172.4 KB 88.7 B/s 15m 57s
vsserv.exe /service 3876 1.0 KB 0.0 B/s 1.1 KB 0.0 B/s 13m 15s
0.0.0.0:10000 UDP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 13m 14s
vbapiserv.exe 704 0.0 B 0.0 B/s 0.0 B 0.0 B/s 16m 0s
0.0.0.0:33333 TCP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 15m 59s
winlogon.exe 1100 4.6 KB 0.0 B/s 10.2 KB 0.0 B/s 16m 4s
127.0.0.1:1040 UDP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 15m 58s
lsass.exe 1156 317.2 KB 0.0 B/s 97.3 KB 0.0 B/s 16m 3s
0.0.0.0:4500 UDP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 15m 59s
127.0.0.1:1025 UDP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 16m 0s
0.0.0.0:IKE UDP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 15m 59s
alg.exe 1368 0.0 B 0.0 B/s 0.0 B 0.0 B/s 15m 59s
127.0.0.1:1036 TCP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 15m 59s
svchost.exe -k rpcss 1412 0.0 B 0.0 B/s 0.0 B 0.0 B/s 16m 3s
0.0.0.0:RPC TCP 0.0 B 0.0 B/s 0.0 B 0.0 B/s 16m 3s
View Log
Increase log verbosity
This is where you can see all the active processes on your system and details on each of them.
bitdefender
Buy Register Now Support Help View Logs

Connection Control

You can see the total traffic sorted by application. For each application, you can see the connections and the open ports, as well as statistics regarding the outgoing & incoming traffic speed and the total amount of data sent / received.

If you want to see the inactive processes too, clear the **Hide inactive processes** check box.

The meaning of the icons is as follows:

- Indicates an outgoing connection.
- Indicates an incoming connection.
- Indicates an open port on your computer.

The window presents the current network / Internet activity in real-time. As connections or ports are closed, you can see that the corresponding statistics are dimmed and that, eventually, they disappear. The same thing happens to all statistics corresponding to an application which generates traffic or has open ports and which you close.

For a comprehensive list of events regarding the Firewall module usage (enabling/disabling firewall, traffic blocking, modifying settings) or generated by the activities detected by this module (scanning ports, blocking connection attempts or traffic according to the rules) view the BitDefender Firewall log file by clicking **View Log**. The file is located in the Common Files folder of the current Windows user, under the path: `...BitDefender\BitDefender Firewall\bdfirewall.txt`.

If you want the log to contain more information, select **Increase log verbosity**.

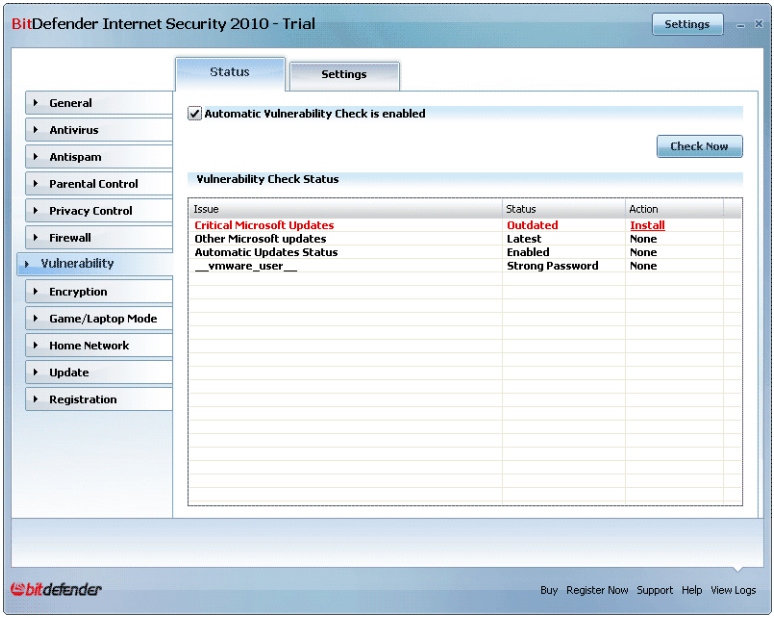
23. Vulnerability

An important step in protecting your computer against malicious persons and applications is to keep up to date the operating system and the applications you regularly use. Moreover, to prevent unauthorized physical access to your computer, strong passwords (passwords that cannot be easily guessed) must be configured for each Windows user account.

BitDefender regularly checks your system for vulnerabilities and notifies you about the existing issues.

23.1. Status

To configure the automatic vulnerability checking or run a vulnerability check, go to **Vulnerability>Status** in Expert Mode.



Vulnerability Status

The table displays the issues covered in the last vulnerability check and their status. You can see the action you have to take to fix each vulnerability, if any. If the action is **None**, then the respective issue does not represent a vulnerability.

Important
To be automatically notified about system or application vulnerabilities, keep the **Automatic Vulnerability Checking** enabled.

23.1.1. Fixing Vulnerabilities

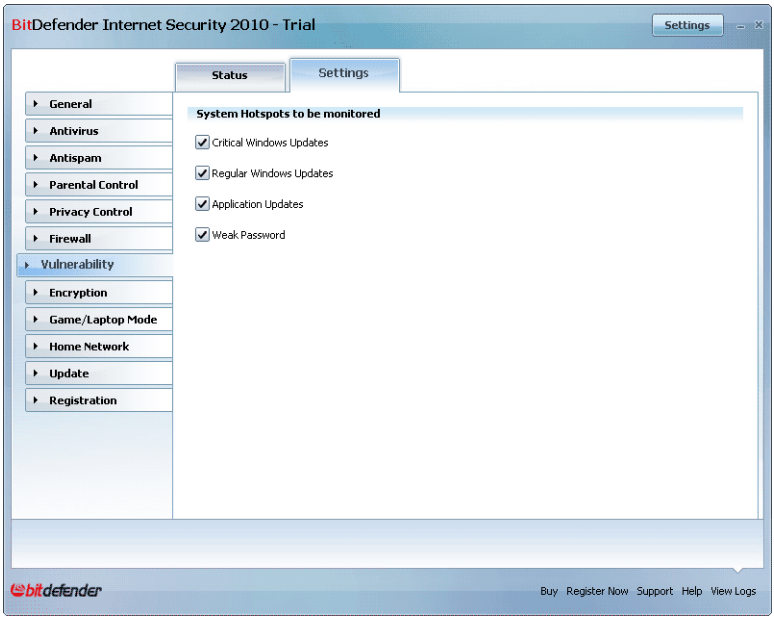
Depending on the issue, to fix a specific vulnerability proceed as follows:

- If Windows updates are available, click **Install** in the **Action** column to install them.
- If an application is outdated, use the **Home Page** link provided to download and install the latest version of that application.
- If a Windows user account has a weak password, click **Fix** to force the user to change the password at the next logon or change the password yourself. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).

You can click **Check Now** and follow the wizard to fix vulnerabilities step by step. For more information, please refer to "*Vulnerability Check Wizard*" (p. 64).

23.2. Settings

To configure the settings of the automatic vulnerability checking, go to **Vulnerability>Settings** in Expert Mode.



Automatic Vulnerability Checking Settings

Select the check boxes corresponding to the system vulnerabilities you want to be regularly checked.

- **Critical Windows Updates**
- **Regular Windows Updates**
- **Application Updates**
- **Weak Passwords**

Note

If you clear the check box corresponding to a specific vulnerability, BitDefender will no longer notify you about the related issues.

24. Encryption

BitDefender offers encryption capabilities to protect your confidential documents and your instant messaging conversations through Yahoo Messenger and MSN Messenger.

24.1. Instant Messaging (IM) Encryption

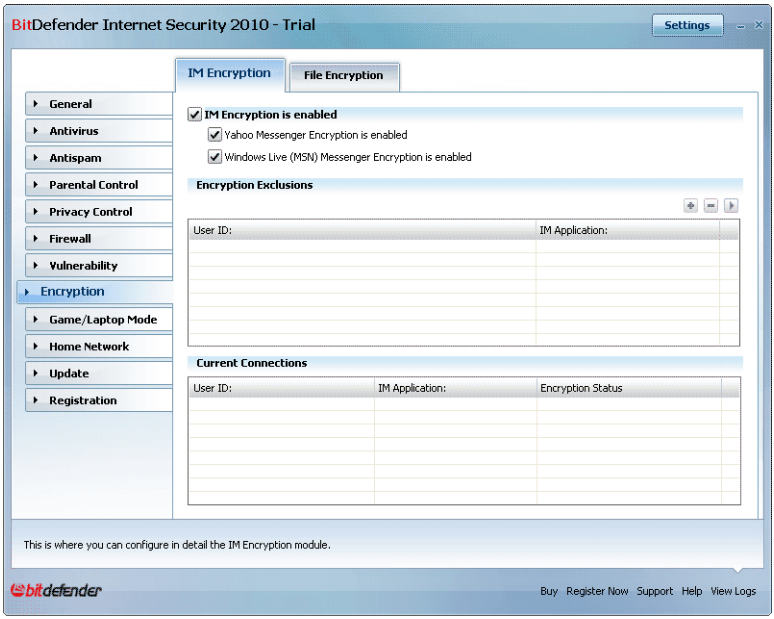
By default, BitDefender encrypts all your instant messaging chat sessions provided that:

- Your chat partner has a BitDefender version installed that supports IM Encryption and IM Encryption is enabled for the instant messaging application used for chatting.
- You and your chat partner use either Yahoo Messenger or Windows Live (MSN) Messenger.

Important
BitDefender will not encrypt a conversation if a chat partner uses a web-based chat application such as Meebo, or if one of the chat partners uses Yahoo! and the other Windows Live (MSN).

To configure instant messaging encryption, go to **Encryption>IM Encryption** in Expert Mode.

Note
You can easily configure instant messaging encryption using the BitDefender toolbar from the chat window. For more information, please refer to "*Integration into Instant Messenger Programs*" (p. 278).



Instant Messaging Encryption

By default, IM Encryption is enabled for both Yahoo Messenger and Windows Live (MSN) Messenger. You can choose to disable IM Encryption for a specific chat application only or completely.

Two tables are displayed:

- **Encryption Exclusions** - lists the user IDs and the associated IM program for which encryption is disabled. To remove a contact from the list, select it and click the **Remove** button.
- **Current Connections** - lists the current instant messaging connections (user ID and associated IM program) and whether or not they are encrypted. A connection may not be encrypted for these reasons:
  - You explicitly disabled encryption for the respective contact.
  - Your contact does not have installed a BitDefender version that supports IM encryption.

24.1.1. Disabling Encryption for Specific Users

To disable encryption for a specific user, follow these steps:

1. Click the **Add** button to open the configuration window.

Adding Contacts

2. Type in the edit field the user ID of your contact.
3. Select the instant messaging application associated with the contact.
4. Click **OK**.

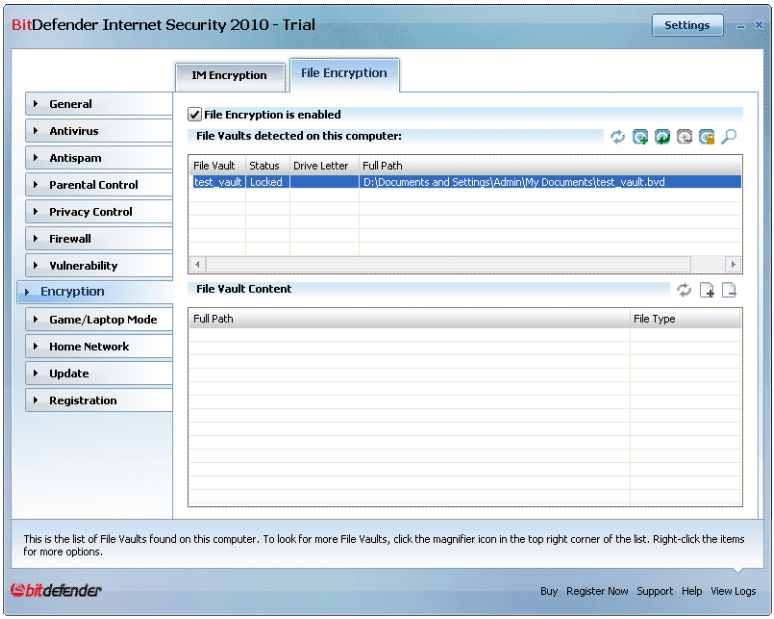
24.2. File Encryption

BitDefender File Encryption enables you to create encrypted, password-protected logical drives (or vaults) on your computer where you can securely store your confidential and sensitive documents. The data stored on the vaults can only be accessed by users who know the password.

The password allows you to open, store data on and close a vault while maintaining its security. While a vault is open, you can add new files, access current files or change them.

Physically, the vault is a file stored on the local hard drive having the `.bvd` extension. Although the physical files representing the vaulted drives can be accessed from a different operating system (such as Linux), the information stored on them cannot be read because it is encrypted.

To manage the file vaults on your computer, go to **Encryption>File Encryption** in Expert Mode.



File Vault

To disable File Encryption, clear the **File Encryption is enabled** check box and click **Yes** to confirm. If you disable File Vault, all file vaults will be locked and you will no longer be able to access the files they contain.

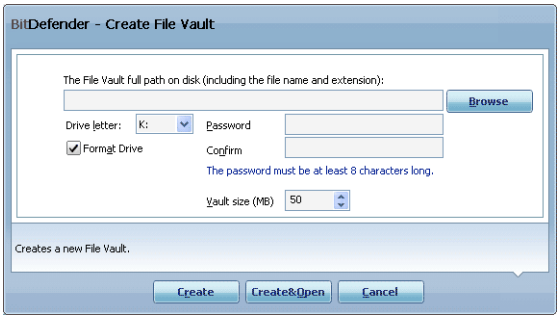
The table at the top displays the file vaults on your computer. You can see the name, the status (opened / locked), the drive letter and the full path of the vault. The table at the bottom displays the content of the selected vault.

24.2.1. Creating a Vault

To create a new vault, use any of these methods:

- Click **Create vault**.
- Right-click in the vaults table and select **Create**.
- Right-click on your Desktop or in a folder on your computer, point to **BitDefender File Vault** and select **Create**.

A new window will appear.



Create File Vault

Proceed as follows:

1. Specify the location and the name of the vault file.
   - Click **Browse**, select the location of the vault and save the vault file under the desired name.
   - Just type the name of the vault in the corresponding field to create it in My Documents. To open My Documents, click the start Windows Start menu and then **My Documents**.
   - Type the full path of the vault file on the disk. For example, `C:\my_vault.bvd`.
2. Choose a drive letter from the menu. When you open the vault, a virtual disk drive labeled with the selected letter appears in My Computer.
3. Type the desired password to the vault in the **Password** and **Confirm** fields. Anyone trying to open the vault and access its files must provide the password.
4. Select **Format drive** to format the virtual drive assigned to the vault. You must format the drive before you can add files to the vault.
5. If you want to change the default size (50 MB) of the vault, type the desired value in the **Vault size** field.
6. Click **Create** if you only want to create the vault at the selected location. To create and display the vault as a virtual disk drive in My Computer, click **Create&Open**.

BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

Note
It may be convenient to save all file vaults to the same location. In this way, you can find them quicker.

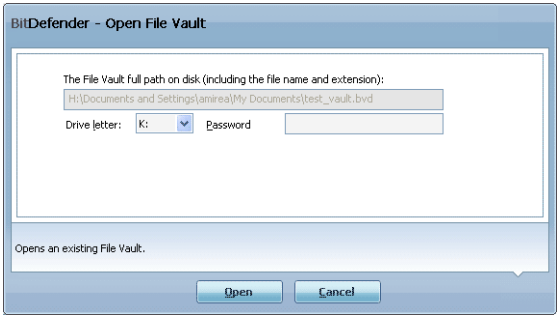
24.2.2. Opening a Vault

In order to access and work with the files stored in a vault, you must open the vault. When you open the vault, a virtual disk drive appears in My Computer. The drive is labeled with the drive letter assigned to the vault.

To open a vault, use any of these methods:

- Select the vault from the table and click **Open vault**.
- Right-click the vault in the table and select **Open**.
- Right-click the vault file on your computer, point to **BitDefender File Vault** and select **Open**.

A new window will appear.



Open File Vault

Proceed as follows:

1. Choose a drive letter from the menu.
2. Type the vault password in the **Password** field.
3. Click **Open**.

BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

24.2.3. Locking a Vault

When you are done with your work in a file vault, you must lock it in order to protect your data. By locking the vault, the corresponding virtual disk drive disappears from My Computer. Consequently, access to the data stored in the vault is completely blocked.

To lock a vault, use any of these methods:

- Select the vault from the table and click **Lock vault**.
- Right-click the vault in the table and select **Lock**.
- Right-click the corresponding virtual disk drive from My Computer, point to **BitDefender File Vault** and select **Lock**.

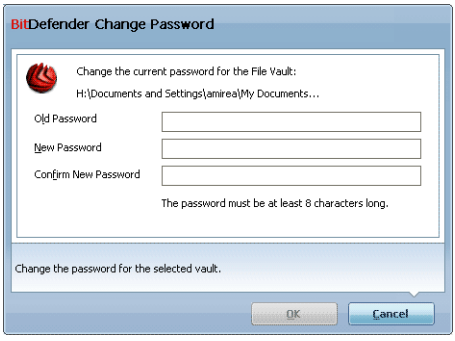
BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

24.2.4. Changing Vault Password

The vault must be locked before you can change its password. To change the password of a vault, use any of these methods:

- Select the vault from the table and click **Change password**.
- Right-click the vault in the table and select **Change password**.
- Right-click the vault file on your computer, point to **BitDefender File Vault** and select **Change vault password**.

A new window will appear.


BitDefender Change Password
Change the current password for the File Vault:
H:\Documents and Settings\amirea\My Documents...
Old Password
New Password
Confirm New Password
The password must be at least 8 characters long.
Change the password for the selected vault.
OK
Cancel

Change Vault Password

Proceed as follows:

1. Type the current password of the vault in the **Old password** field.
2. Type the new password of the vault in the **New password** and **Confirm new password** fields.

Note

The password must have at least 8 characters. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).

3. Click **OK** to change the password.

BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

24.2.5. Adding Files to a Vault

To add files to a vault, follow these steps:

1. Select from the vaults table the vault you want to add files in.
2. If the vault is locked, you must first open it (right-click it and select **Open vault**).
3. Click **Add file**. A new window will appear.
4. Select the files / folders you want to add to the vault.
5. Click **OK** to copy the selected objects into the vault.

Once the vault is open, you can directly use the virtual disk drive corresponding to the vault. Follow these steps:

1. Open My Computer (click the start Windows Start menu and then **My Computer**).
2. Enter the virtual disk drive corresponding to the vault. Look for the drive letter you assigned to the vault when you opened it.
3. Copy-paste or drag&drop files and folders directly to this virtual disk drive.

24.2.6. Removing Files from a Vault

To remove a file from a vault, follow these steps:

1. Select from the vaults table the vault containing the file to be removed.
2. If the vault is locked, you must first open it (right-click it and select **Open vault**).
3. Select the file to be removed from the table that displays the vault content.
4. Click **Delete files/folders**.

If the vault is open, you can directly remove files from the virtual disk drive assigned to the vault. Follow these steps:

1. Open My Computer (click the start Windows Start menu and then **My Computer**).
2. Enter the virtual disk drive corresponding to the vault. Look for the drive letter you assigned to the vault when you opened it.

3. Remove files or folders as you normally do in Windows (for example, right-click a file you want to delete and select **Delete**).

25. Game / Laptop Mode

The Game / Laptop Mode module allows you to configure the special operation modes of BitDefender:

- Game Mode temporarily modifies the product settings so as to minimize the resource consumption when you play.
- Laptop Mode prevents scheduled tasks from running when the laptop is running on battery in order to save battery power.

25.1. Game Mode

Game Mode temporarily modifies protection settings so as to minimize their impact on system performance. While in Game Mode, the following settings are applied:

- All BitDefender alerts and pop-ups are disabled.
- The BitDefender real-time protection level is set to **Permissive**.
- The BitDefender firewall is set to **Allow all**. This means that all new connections (both incoming and outgoing) are automatically allowed, regardless of the port and protocol being used.
- Updates are not performed by default.

Note

To change this setting, go to Update>Settings and clear the **Don't update if Game Mode is on** check box.

- Scheduled scan tasks are by default disabled.

By default, BitDefender automatically enters Game Mode when you start a game from the BitDefender's list of known games or when an application goes to full screen. You can manually enter Game Mode using the default `Ctrl+Alt+Shift+G` hotkey. It is strongly recommended that you exit Game Mode when you finished playing (you can use the same default `Ctrl+Alt+Shift+G` hotkey).

Note

While in Game Mode, you can see the letter G over the BitDefender icon.

To configure Game Mode, go to **Game / Laptop Mode>Game Mode** in Expert Mode.

BitDefender Internet Security 2010 - Trial
Settings
Game Mode
Laptop Mode
General
Antivirus
Antispam
Parental Control
Privacy Control
Firewall
Vulnerability
Encryption
Game/Laptop Mode
Home Network
Update
Registration
Game Mode Status
Game Mode is turned off
Turn On Game Mode
Automatic Game Mode is enabled
Use the default list of games provided by BitDefender
Enter Game Mode when an application is in full screen
Ask if the full screen application should be added to the game list
Manage Games
Settings
Advanced Settings
Enable this module to modify Antivirus scan tasks schedules
Skip task
Postpone task
Check this box so that Game Mode is turned on automatically when a game included in the BitDefender predefined game list is launched. This list includes the most popular games on the market and can be completed by you with any other game.
bitdefender
Buy Register Now Support Help View Logs

Game Mode

At the top of the section, you can see the status of the Game Mode. You can click **Turn On Game Mode Mode** or **Turn Off Game Mode** to change the current status.

25.1.1. Configuring Automatic Game Mode

Automatic Game Mode allows BitDefender to automatically enter Game Mode when a game is detected. You can configure the following options:

- **Use the default list of games provided by BitDefender** - to automatically enter Game Mode when you start a game from the BitDefender's list of known games. To view this list, click **Manage Games** and then **Games List**.
- **Enter game mode when an application is in full screen** - to automatically enter Game Mode when an application goes to full screen.
- **Add the application to the game list?** - to be prompted to add a new application to the game list when you leave full screen. By adding a new application to the game list, the next time you start it BitDefender will automatically enter Game Mode.

Note
If you do not want BitDefender to automatically enter Game Mode, clear the **Automatic Game Mode** check box.

25.1.2. Managing the Game List

BitDefender automatically enters Game Mode when you start an application from the game list. To view and manage the game list, click **Manage Games**. A new window will appear.

Game List

New applications are automatically added to the list when:

- You start a game from the BitDefender's list of known games. To view this list, click **Games List**.
- After leaving full screen, you add the application to the game list from the prompt window.

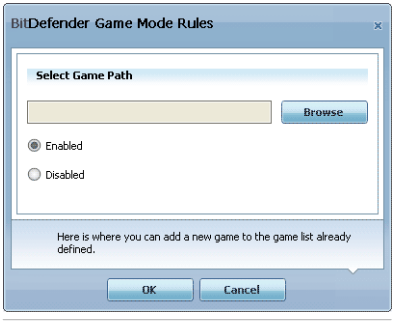
If you want to disable Automatic Game Mode for a specific application from the list, clear its corresponding check box. You should disable Automatic Game Mode for regular applications that go to full screen, such as web browsers and movie players.

To manage the game list, you can use the buttons placed at the top of the table:

- **Add** - add a new application to the game list.
- **Remove** - remove an application from the game list.
- **Edit** - edit an existing entry in the game list.

Adding or Editing Games

When you add or edit an entry from the game list, the following window will appear:



Add Game

Click **Browse** to select the application or type the full path to the application in the edit field.

If you do not want to automatically enter Game Mode when the selected application is started, select **Disable**.

Click **OK** to add the entry to the game list.

25.1.3. Configuring Game Mode Settings

To configure the behaviour on scheduled tasks, use these options:

- **Enable this module to modify Antivirus scan tasks schedules** - to prevent scheduled scan tasks from running while in Game Mode. You can choose one of the following options:

Option	Description
Skip Task	Do not run the scheduled task at all.
Postpone Task	Run the scheduled task immediately after you exit Game Mode.

To automatically disable the BitDefender firewall while in Game Mode, follow these steps:

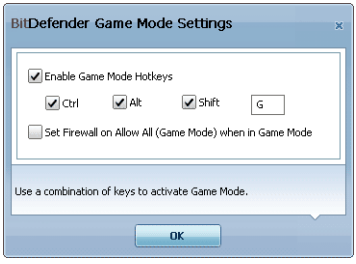
1. Click **Advanced Settings**. A new window will appear.
2. Select the **Set Firewall on Allow All (Game Mode) when in Game Mode** check box.

3. Click **OK** to save the changes.

25.1.4. Changing Game Mode Hotkey

You can manually enter Game Mode using the default `Ctrl+Alt+Shift+G` hotkey. If you want to change the hotkey, follow these steps:

1. Click **Advanced Settings**. A new window will appear.



Advanced Settings

2. Under the **Use HotKey** option, set the desired hotkey:
   - Choose the modifier keys you want to use by checking one the following: Control key (`Ctrl`), Shift key (`Shift`) or Alternate key (`Alt`).
   - In the edit field, type the letter corresponding to the regular key you want to use.

   For example, if you want to use the `Ctrl+Alt+D` hotkey, you must check only `Ctrl` and `Alt` and type `D`.

   Note
   Removing the check mark next to **Use HotKey** will disable the hotkey.

3. Click **OK** to save the changes.

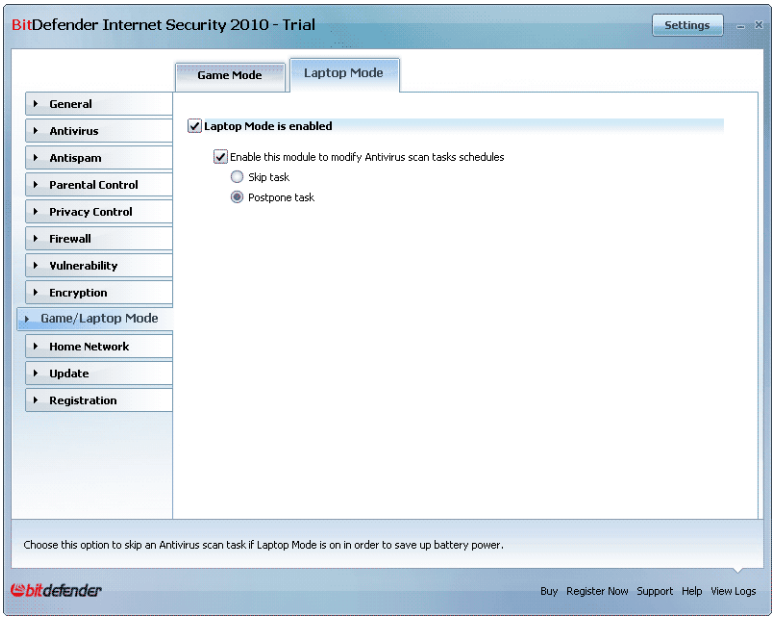
25.2. Laptop Mode

Laptop Mode is especially designed for laptop and notebook users. Its purpose is to minimize BitDefender's impact on power consumption while these devices are running on battery.

While in Laptop Mode, scheduled tasks are by default not performed.

BitDefender detects when your laptop has switched to battery power and it automatically enters Laptop Mode. Likewise, BitDefender automatically exits Laptop Mode, when it detects the laptop is no longer running on battery.

To configure Laptop Mode, go to **Game / Laptop Mode>Laptop Mode** in Expert Mode.



Laptop Mode

You can see whether Laptop Mode is enabled or not. If Laptop Mode is enabled, BitDefender will apply the configured settings while the laptop is running on battery.

25.2.1. Configuring Laptop Mode Settings

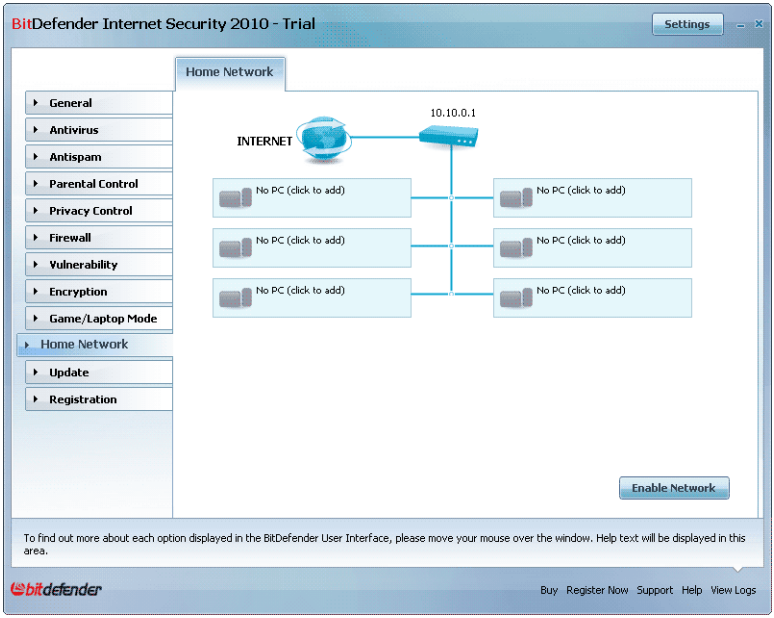
To configure the behaviour on scheduled tasks, use these options:

- **Enable this module to modify Antivirus scan tasks schedules** - to prevent scheduled scan tasks from running while in Laptop Mode. You can choose one of the following options:

Option	Description
Skip Task	Do not run the scheduled task at all.
Postpone Task	Run the scheduled task immediately after you exit Laptop Mode.

26. Home Network

The Network module allows you to manage the BitDefender products installed on your home computers from a single computer.



Network Map

To be able to manage the BitDefender products installed on your home computers, you must follow these steps:

1. Join the BitDefender home network on your computer. Joining the network consists in configuring an administrative password for the home network management.
2. Go to each computer you want to manage and join the network (set the password).
3. Go back to your computer and add the computers you want to manage.

26.1. Joining the BitDefender Network

To join the BitDefender home network, follow these steps:

1. Click **Enable Network**. You will be prompted to configure the home management password.

BitDefender
Enter Home Network Password
A password is required in order to join or to create a network for security reasons. It will guard the access to your computer via the home network.
Password:
Retype password:
OK
Cancel

Configure Password

2. Type the same password in each of the edit fields.
3. Click **OK**.

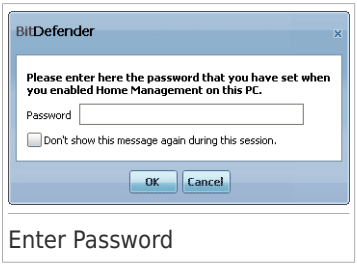
You can see the computer name appearing in the network map.

26.2. Adding Computers to the BitDefender Network

Before you can add a computer to the BitDefender home network, you must configure the BitDefender home management password on the respective computer.

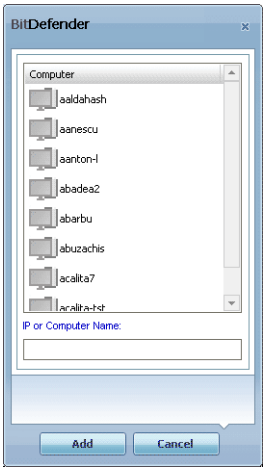
To add a computer to the BitDefender home network, follow these steps:

1. Click **Add Computer**. You will be prompted to provide the local home management password.


BitDefender
Please enter here the password that you have set when you enabled Home Management on this PC.
Password
Don't show this message again during this session.
OK
Cancel

Enter Password

2. Type the home management password and click **OK**. A new window will appear.

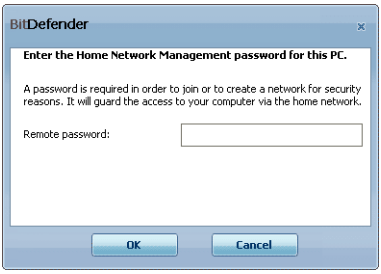


Add Computer

You can see the list of computers in the network. The icon meaning is as follows:

- Indicates an online computer with no BitDefender products installed.
- Indicates an online computer with BitDefender installed.
- Indicates an offline computer with BitDefender installed.

3. Do one of the following:
   - Select from the list the name of the computer to add.
   - Type the IP address or the name of the computer to add in the corresponding field.
4. Click **Add**. You will be prompted to enter the home management password of the respective computer.


BitDefender
Enter the Home Network Management password for this PC.
A password is required in order to join or to create a network for security reasons. It will guard the access to your computer via the home network.
Remote password:
OK
Cancel

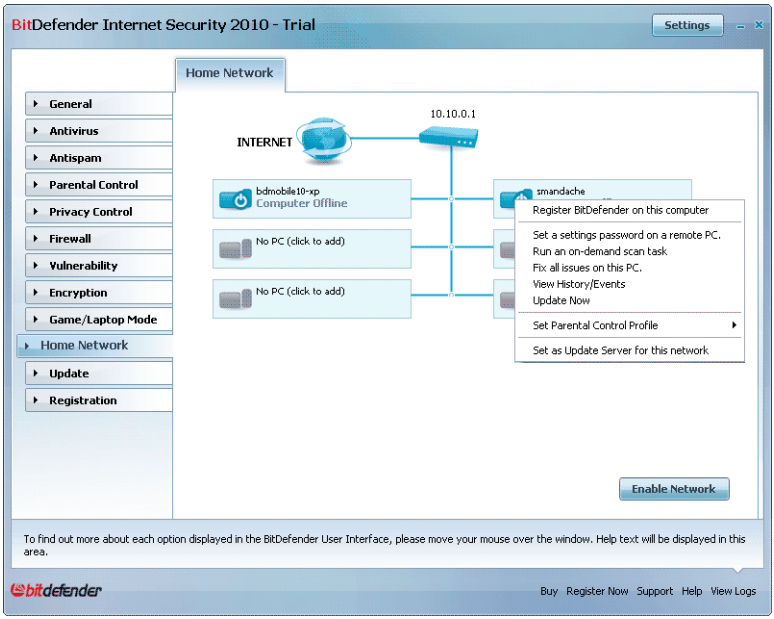
Authenticate

5. Type the home management password configured on the respective computer.
6. Click **OK**. If you have provided the correct password, the selected computer name will appear in the network map.

Note
You can add up to five computers to the network map.

26.3. Managing the BitDefender Network

Once you have successfully created a BitDefender home network, you can manage all BitDefender products from a single computer.



Network Map

If you move the mouse cursor over a computer from the network map, you can see brief information about it (name, IP address, number of issues affecting the system security, BitDefender registration status).

If you click a computer name in the network map, you can see all the administrative tasks you can run on the remote computer.

- **Remove PC from home network**

  Allows you to remove a PC from the network.

- **Register BitDefender on this computer**

  Allows you to register BitDefender on this computer by entering a license key.

- **Set a settings password on a remote PC**

  Allows you to create a password to restrict access to BitDefender settings on this PC.

- **Run an on-demand scan task**

  Allows you to run an on-demand scan on the remote computer. You can perform any of the following scan tasks: My Documents Scan, System Scan or Deep System Scan.

- **Fix all issues on this PC**

  Allows you to fix the issues that are affecting the security of this computer by following the Fix All Issues wizard.

- **View History/Events**

  Allows you access to the **History&Events** module of the BitDefender product installed on this computer.

- **Update Now**

  Intitiates the Update process for the BitDefender product installed on this computer.

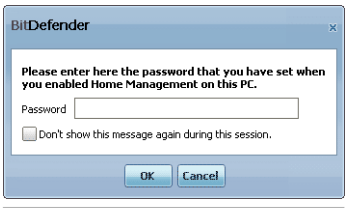
- **Set Parental Control Profile**

  Allows you to set the age category to be used by the Parental Control web filter on this computer: child, teenager or adult.

- **Set as Update Server for this network**

  Allows you to set this computer as update server for all BitDefender products installed on the computers in this network. Using this option will reduce internet traffic, because only one computer in the network will connect to the internet to download updates.

Before running a task on a specific computer, you will be prompted to provide the local home management password.


BitDefender
Please enter here the password that you have set when you enabled Home Management on this PC.
Password
Don't show this message again during this session.
OK
Cancel

Enter Password

Type the home management password and click **OK**.

Note

If you plan to run several tasks, you might want to select **Don't show this message again this session**. By selecting this option, you will not be prompted again for this password during the current session.

27. Update

New malware is found and identified every day. This is why it is very important to keep BitDefender up to date with the latest malware signatures.

If you are connected to the Internet through broadband or DSL, BitDefender takes care of this itself. By default, it checks for updates when you turn on your computer and every **hour** after that.

If an update is detected, you may be asked to confirm the update or the update is performed automatically, depending on the automatic update settings.

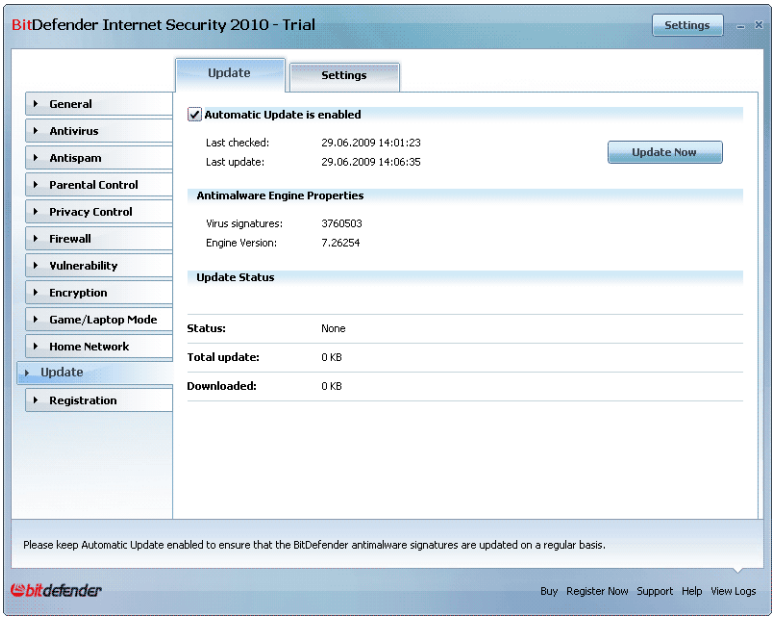
The update process is performed on the fly, meaning that the files to be updated are replaced progressively. In this way, the update process will not affect product operation and, at the same time, any vulnerability will be excluded.

Updates come in the following ways:

- **Updates for the antivirus engines** - as new threats appear, the files containing virus signatures must be updated to ensure permanent up-to-date protection against them. This update type is also known as **Virus Definitions Update**.
- **Updates for the antispam engines** - new rules will be added to the heuristic and URL filters and new images will be added to the Image filter. This will help increase the effectiveness of your Antispam engine. This update type is also known as **Antispam Update**.
- **Updates for the antispyware engines** - new spyware signatures will be added to the database. This update type is also known as **Antispyware Update**.
- **Product upgrades** - when a new product version is released, new features and scan techniques are introduced to the effect of improving the product's performance. This update type is also known as **Product Update**.

27.1. Automatic Update

To see update-related information and perform automatic updates, go to **Update>Update** in Expert Mode.



Automatic Update

Here you can see when the last check for updates and the last update were performed, as well as information about the last update performed (if successful or the errors that occurred). Also, information about the current engine version and the number of signatures is displayed.

If you open this section during an update, you can see the download status.

Important
To be protected against the latest threats keep the **Automatic Update** enabled.

You can get the malware signatures of your BitDefender by clicking **View Virus List**. An HTML file that contains all the available signatures will be created and opened in a web browser. You can search through the database for a specific malware signature or click **BitDefender Virus List** to go to the online BitDefender signature database.

27.1.1. Requesting an Update

The automatic update can be done anytime you want by clicking **Update Now**. This update is also known as **Update by user request**.

The **Update** module will connect to the BitDefender update server and will verify if any update is available. If an update was detected, depending on the options set in the Manual Update Settings section, you will be asked to confirm the update or the update will be made automatically.

Important
It may be necessary to restart the computer when you have completed the update. We recommend doing it as soon as possible.

Note
If you are connected to the Internet through a dial-up connection, then it is recommended to regularly update BitDefender by user request.

27.1.2. Disabling Automatic Update

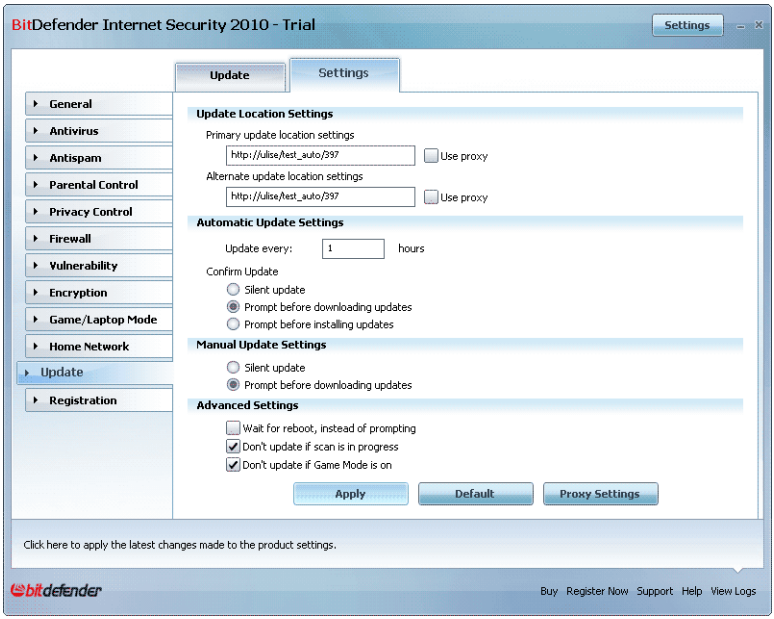
If you want to disable automatic update, a warning window will appear. You must confirm your choice by selecting from the menu how long you want the automatic update to be disabled. You can disable the automatic update for 5, 15 or 30 minutes, for an hour, permanently or until the system restart.

Warning
This is a critical security issue. We recommend you to disable automatic update for as little time as possible. If BitDefender is not updated regularly, it will not be able to protect you against the latest threats.

27.2. Update Settings

The updates can be performed from the local network, over the Internet, directly or through a proxy server. By default, BitDefender will check for updates every hour, over the Internet, and install the available updates without alerting you.

To configure the update settings and manage proxies, go to **Update>Settings** in Expert Mode.



Update Settings

The update settings are grouped into 4 categories (**Update Location Settings**, **Automatic Update Settings**, **Manual Update Settings** and **Advanced Settings**). Each category will be described separately.

27.2.1. Setting Update Locations

To set the update locations, use the options from the **Update Location Settings** category.

Note

Configure these settings only if you are connected to a local network that stores BitDefender malware signatures locally or if you connect to the Internet through a proxy server.

For more reliable and faster updates, you can configure two update locations: a **Primary update location** and an **Alternate update location**. By default, these locations are the same: `http://upgrade.bitdefender.com`.

To modify one of the update locations, provide the URL of the local mirror in the **URL** field corresponding to the location you want to change.

Note

We recommend you to set as primary update location the local mirror and to leave the alternate update location unchanged, as a fail-safe plan in case the local mirror becomes unavailable.

In case the company uses a proxy server to connect to the Internet, check **Use proxy** and then click **Proxy Settings** to configure the proxy settings. For more information, please refer to "*Managing Proxies*" (p. 260)

27.2.2. Configuring Automatic Update

To configure the update process performed automatically by BitDefender, use the options in the **Automatic Update Settings** category.

You can specify the number of hours between two consecutive checks for updates in the **Update every** field. By default, the update time interval is set to 1 hour.

To specify how the automatic update process should be performed, select one of the following options:

- **Silent update** - BitDefender automatically downloads and implements the update.
- **Prompt before downloading updates** - every time an update is available, you will be prompted before downloading it.
- **Prompt before installing updates** - every time an update was downloaded, you will be prompted before installing it.

27.2.3. Configuring Manual Update

To specify how the manual update (update by user request) should be performed, select one of the following options in the **Manual Update Settings** category:

- **Silent update** - the manual update will be performed automatically in the background, without user intervention.
- **Prompt before downloading updates** - every time an update is available, you will be prompted before downloading it.

27.2.4. Configuring Advanced Settings

To prevent the BitDefender update process from interfering with your work, configure the options in the **Advanced Settings** category:

- **Wait for reboot, instead of prompting** - If an update requires a reboot, the product will keep working with the old files until the system is rebooting. The user will not be prompted for rebooting, therefore the BitDefender update process will not interfere with the user's work.
- **Don't update if scan is in progress** - BitDefender will not update if a scan process is running. This way, the BitDefender update process will not interfere with the scan tasks.

Note
If BitDefender is updated while a scan is in progress, the scan process will be aborted.

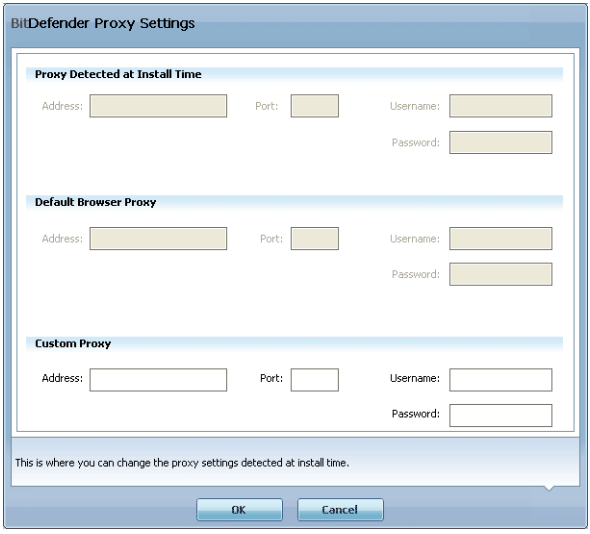
- **Don't update if game mode is on** - BitDefender will not update if the game mode is turned on. In this way, you can minimize the product's influence on system performance during games.

27.2.5. Managing Proxies

If your company uses a proxy server to connect to the Internet, you must specify the proxy settings in order for BitDefender to update itself. Otherwise, it will use the proxy settings of the administrator that installed the product or of the current user's default browser, if any.

Note
The proxy settings can be configured only by users with administrative rights on the computer or by power users (users who know the password to the product settings).

To manage the proxy settings, click **Proxy Settings**. A new window will appear.



Proxy Manager

There are three sets of proxy settings:

- **Proxy Detected at Install Time)** - proxy settings detected on the administrator's account during installation and which can be configured only if you are logged

on to that account. If the proxy server requires a username and a password, you must specify them in the corresponding fields.

- **Default Browser Proxy** - proxy settings of the current user, extracted from the default browser. If the proxy server requires a username and a password, you must specify them in the corresponding fields.

Note

The supported web browsers are Internet Explorer, Mozilla Firefox and Opera. If you use another browser by default, BitDefender will not be able to obtain the proxy settings of the current user.

- **Custom Proxy** - proxy settings that you can configure if you are logged in as an administrator.

  The following settings must be specified:
  - **Address** - type in the IP of the proxy server.
  - **Port** - type in the port BitDefender uses to connect to the proxy server.
  - **Username** - type in a user name recognized by the proxy.
  - **Password** - type in the valid password of the previously specified user.

When trying to connect to the Internet, each set of proxy settings is tried at a time, until BitDefender manages to connect.

First, the set containing your own proxy settings will be used to connect to the Internet. If it does not work, the proxy settings detected at installation time will be tried next. Finally, if those do not work either, the proxy settings of the current user will be taken from the default browser and used to connect to the Internet.

Click **OK** to save the changes and close the window.

Click **Apply** to save the changes or click **Default** to load the default settings.

28. Registration

To find complete information on your BitDefender product and the registration status, go to **Registration** in Expert Mode.

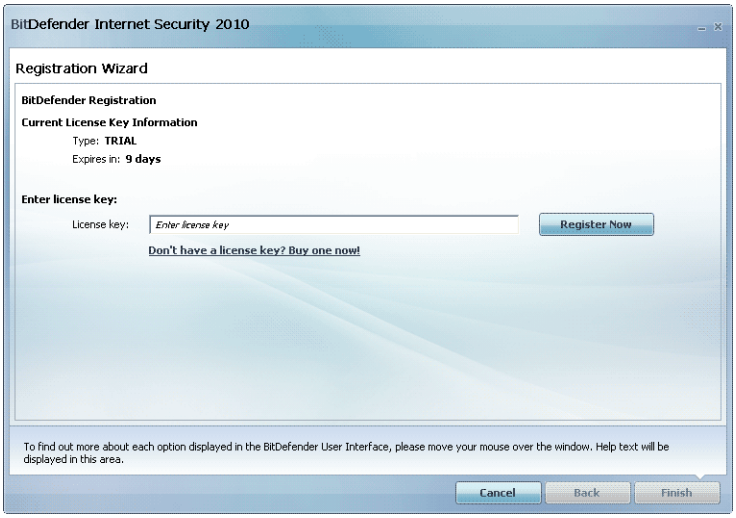
Registration

This section displays:

- **Product Information**: the BitDefender product and version.
- **Registration Information**: the e-mail address used to log your BitDefender account (if configured), the current license key and how many days are left until the license expires.

28.1. Registering BitDefender Internet Security 2010

Click **Register Now** to open the product registration window.


BitDefender Internet Security 2010
Registration Wizard
BitDefender Registration
Current License Key Information
Type: TRIAL
Expires in: 9 days
Enter license key:
License key:
Enter license key
Register Now
Don't have a license key? Buy one now!
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Finish

Registration

You can see the BitDefender registration status, the current license key and how many days are left until the license expires.

To register BitDefender Internet Security 2010:

1. Type the license key in the edit field.

Note

You can find your license key:

- on the CD label.
- on the product registration card.
- in the online purchase e-mail.

If you do not have a BitDefender license key, click the provided link to go to the BitDefender online store and buy one.

2. Click **Register Now**.
3. Click **Finish**.

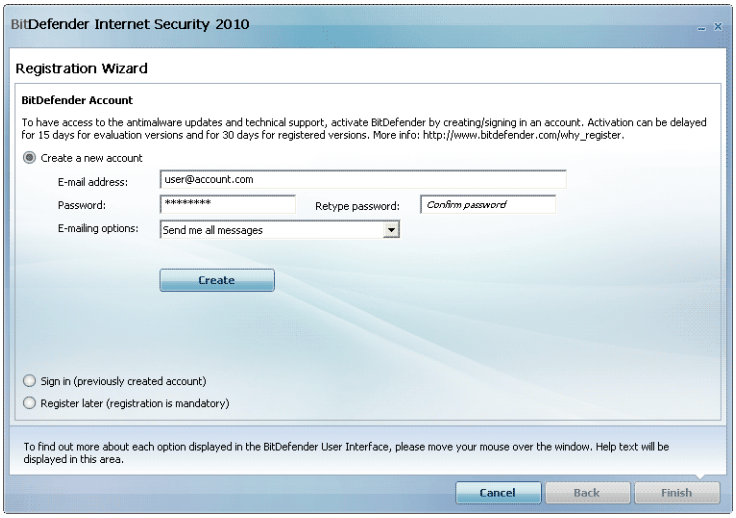
28.2. Creating a BitDefender Account

As part of the registration process, you MUST create a BitDefender account. The BitDefender account gives you access to BitDefender updates, free technical support and special offers and promotions. If you loose your BitDefender license key, you can log in to your account at http://myaccount.bitdefender.com to retrieve it.

Important

You must create an account within 15 days after installing BitDefender (if you register it with a license key, the deadline is extended to 30 days). Otherwise, BitDefender will no longer update.

If you have not yet created a BitDefender account, click **Activate Product** to open the account registration window.


BitDefender Internet Security 2010
Registration Wizard
BitDefender Account
To have access to the antimalware updates and technical support, activate BitDefender by creating/signing in an account. Activation can be delayed for 15 days for evaluation versions and for 30 days for registered versions. More info: http://www.bitdefender.com/why_register.
Create a new account
E-mail address:
user@account.com
Password:
****
Retype password:
Confirm password
E-mailing options:
Send me all messages
Create
Sign in (previously created account)
Register later (registration is mandatory)
To find out more about each option displayed in the BitDefender User Interface, please move your mouse over the window. Help text will be displayed in this area.
Cancel
Back
Finish

Account Creation

If you do not want to create a BitDefender account at the moment, select **Register later** and click **Finish**. Otherwise, proceed according to your current situation:

- "I do not have a BitDefender account" (p. 264)
- "I already have a BitDefender account" (p. 265)

I do not have a BitDefender account

To successfully create a BitDefender account, follow these steps:

1. Select **Create a new account**.
2. Type the required information in the corresponding fields. The data you provide here will remain confidential.
   - **E-mail address** - type in your e-mail address.

- **Password** - type in a password for your BitDefender account. The password must be between 6 and 16 characters long.
- **Re-type password** - type in again the previously specified password.

Note
Once the account is activated, you can use the provided e-mail address and password to log in to your account at http://myaccount.bitdefender.com.

3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**
4. Click **Create**.
5. Click **Finish** to complete the wizard.
6. **Activate your account.** Before being able to use your account, you must activate it. Check your e-mail and follow the instructions in the e-mail message sent to you by the BitDefender registration service.

I already have a BitDefender account

BitDefender will automatically detect if you have previously registered a BitDefender account on your computer. In this case, provide the password of your account and click **Sign in**. Click **Finish** to complete the wizard.

If you already have an active account, but BitDefender does not detect it, follow these steps to register the product to that account:

1. Select **Sign in (previously created account)**.
2. Type the e-mail address and the password of your account in the corresponding fields.

Note
If you have forgotten your password, click **Forgot your password?** and follow the instructions.

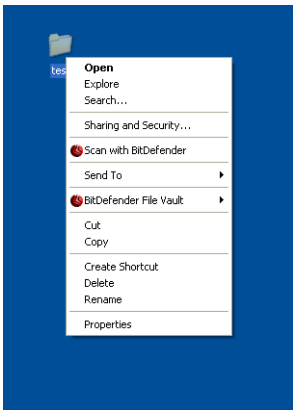
3. Optionally, BitDefender can inform you about special offers and promotions using the e-mail address of your account. Select one of the available options from the menu:
   - **Send me all messages**
   - **Send me only product related messages**
   - **Don't send me any messages**

4. Click **Sign in**.
5. Click **Finish** to complete the wizard.

Integration into Windows and Third-Party Software

29. Integration into Windows Contextual Menu

The Windows contextual menu appears whenever you right-click a file or folder on your computer or objects on your desktop.



Windows Contextual Menu

BitDefender integrates into the Windows contextual menu to help you easily scan files for viruses and prevent other users from accessing your sensitive files. You can quickly locate the BitDefender options on the contextual menu by looking for the BitDefender icon.

- Scan with BitDefender
- BitDefender File Vault

29.1. Scan with BitDefender

You can easily scan files, folders and even entire hard drives using the Windows contextual menu. Right-click the object you want to scan and select **Scan with BitDefender** from the menu. The Antivirus Scan wizard will appear and guide you through the scanning process.

Scanning options. The scanning options are pre-configured for the best detection results. If infected files are detected, BitDefender will try to disinfect them (remove the malware code). If disinfection fails, the Antivirus Scan wizard will allow you to specify other actions to be taken on infected files.

If you want to change the scanning options, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antivirus** on the left-side menu.

3. Click the **Virus Scan** tab.
4. Right-click the **Contextual Scan** task and select **Open**. A window will appear.
5. Click **Custom** and configure the scanning options as needed. To find out what an option does, keep the mouse over it and read the description displayed at the bottom of the window.
6. Click **OK** to save the changes.
7. Click **OK** to confirm and apply the new scanning options.

Important
You should not change the scanning options of this scanning method unless you have a strong reason to do so.

29.2. BitDefender File Vault

BitDefender File Vault helps you securely store your confidential documents on your computer through the use of file vaults.

- The file vault is a secured storage space for personal information or sensitive files.
- The file vault is an encrypted file on your computer with the bvd extension. As it is encrypted, the data inside it is invulnerable to theft or to a security breach.
- When you mount this bvd file, a new logical partition (a new drive) will appear. It will be easier for you to understand this process if you think of a similar one: mounting an ISO image as virtual CD.

  Just open My Computer and you will see a new drive based on your file vault. You will be able to do file operations on it (copy, delete, change, etc). The files are protected as long as they reside on this drive (because a password is required for the mounting operation).

  When finished, lock (unmount) your vault in order to start protecting its content.

You can easily identify the BitDefender file vaults on your computer by the BitDefender icon and the .bvd extension.

Note

This section shows you how to create and manage BitDefender file vaults only using the options provided on the Windows contextual menu. You can also create and manage file vaults directly from the BitDefender interface.

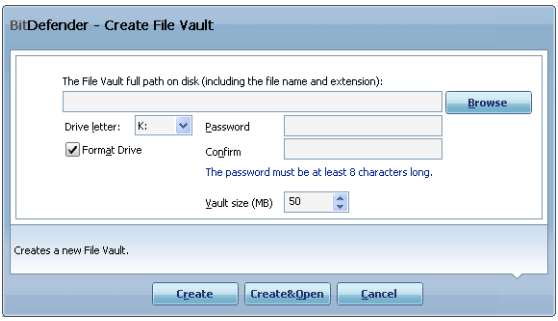
- In Intermediate Mode, go to the File Vault tab and use the options from the **Quick Tasks** area. A wizard will help you complete each task.
- For a more straightforward approach, switch the user interface to Expert Mode and click **Encryption** on the left-side menu. On the File Encryption tab, you can see and manage the existing file vaults and their content.

29.2.1. Create Vault

Keep in mind that a vault is actually just a file with the `.bvd` extension. Only when you open the vault, a virtual disk drive appears in My Computer and you can safely store files inside it. When creating a vault, you must specify where and under which name to save it on your computer. You must also specify a password to protect its content. Only users who know the password can open the vault and access the documents and data stored inside it.

To create a vault, follow these steps:

1. Right-click on your Desktop or in a folder on your computer, point to **BitDefender File Vault** and select **Create File Vault**. The following window will appear:



Create File Vault

2. Specify the location and the name of the vault file.
   - Click **Browse**, select the location of the vault and save the vault file under the desired name.
   - Just type the name of the vault in the corresponding field to create it in My Documents. To open My Documents, click the start Windows Start menu and then **My Documents**.
   - Type the full path of the vault file on the disk. For example, `C:\my_vault.bvd`.
3. Choose a drive letter from the menu. When you open the vault, a virtual disk drive labeled with the selected letter appears in My Computer.
4. Type the desired password to the vault in the **Password** and **Confirm** fields. Anyone trying to open the vault and access its files must provide the password.
5. Select **Format drive** to format the virtual drive assigned to the vault. You must format the drive before you can add files to the vault.
6. If you want to change the default size (50 MB) of the vault, type the desired value in the **Vault size** field.

7. Click **Create** if you only want to create the vault at the selected location. To create and display the vault as a virtual disk drive in My Computer, click **Create&Open**.

BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

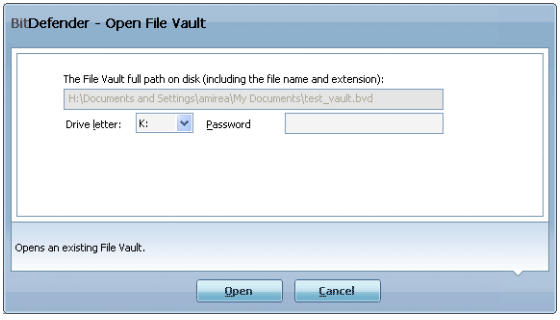
Note
It may be convenient to save all file vaults to the same location. In this way, you can find them quicker.

29.2.2. Open Vault

In order to access and work with the files stored in a vault, you must open the vault. When you open the vault, a virtual disk drive appears in My Computer. The drive is labeled with the drive letter assigned to the vault.

To open a vault, follow these steps:

1. Locate on your computer the `.bvd` file representing the vault you want to open.
2. Right-click the file, point to **BitDefender File Vault** and select **Open**. Quicker alternatives would be to double-click the file, or to right-click it and select **Open**. The following window will appear:



Open File Vault

3. Choose a drive letter from the menu.
4. Type the vault password in the **Password** field.
5. Click **Open**.

BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

29.2.3. Lock Vault

When you are done with your work in a file vault, you must lock it in order to protect your data. By locking the vault, the corresponding virtual disk drive disappears from My Computer. Consequently, access to the data stored in the vault is completely blocked.

To lock a vault, follow these steps:

1. Open My Computer (click the start Windows Start menu and then **My Computer**).
2. Identify the virtual disk drive corresponding to the vault you want to close. Look for the drive letter you assigned to the vault when you opened it.
3. Right-click the respective virtual disk drive, point to **BitDefender File Vault** and click **Close**.

You can also right-click the `.bvd` file representing the vault, point to **BitDefender File Vault** and click **Close**.

BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

Note

If several vaults are open, you may want to use the BitDefender Expert Mode interface. If you go to **Encryption**, File Encryption tab, you can see a table which provides information on the existing vaults. This information includes whether the vault is open and, if so, the drive letter it was assigned.

29.2.4. Add to File Vault

Before you can add files or folders to a vault, you must open the vault. Once a vault is open, you can easily store files or folders inside it using the contextual menu. Right-click the file or folder you want to copy to a vault, point to **BitDefender File Vault** and click **Add to File Vault**.

- If only one vault is open, the file or folder is copied directly to that vault.
- If several vaults are open, you will be prompted to choose the vault to copy the item to. Select from the menu the drive letter corresponding to the desired vault and click **OK** to copy the item.

You can also use the virtual disk drive corresponding to the vault. Follow these steps:

1. Open My Computer (click the start Windows Start menu and then **My Computer**).
2. Enter the virtual disk drive corresponding to the vault. Look for the drive letter you assigned to the vault when you opened it.
3. Copy-paste or drag&drop files and folders directly to this virtual disk drive.

29.2.5. Remove from File Vault

In order to remove files or folders from a vault, the vault must be open. To remove files or folders from a vault, follow these steps:

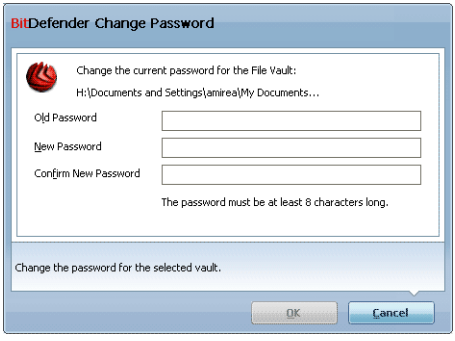
1. Open My Computer (click the start Windows Start menu and then **My Computer**).
2. Enter the virtual disk drive corresponding to the vault. Look for the drive letter you assigned to the vault when you opened it.
3. Remove files or folders as you normally do in Windows (for example, right-click a file you want to delete and select **Delete**).

29.2.6. Change Vault Password

The password protects the content of a vault from unauthorized access. Only users who know the password can open the vault and access the documents and data stored inside it.

The vault must be locked before you can change its password. To change the password of a vault, follow these steps:

1. Locate on your computer the `.bvd` file representing the vault.
2. Right-click the file, point to **BitDefender File Vault** and select **Change Vault Password**. The following window will appear:


BitDefender Change Password
Change the current password for the File Vault:
H:\Documents and Settings\amirea\My Documents...
Old Password
New Password
Confirm New Password
The password must be at least 8 characters long.
Change the password for the selected vault.
OK
Cancel

Change Vault Password

3. Type the current password of the vault in the **Old Password** field.
4. Type the new password of the vault in the **New Password** and **Confirm New Password** fields.

Note

The password must have at least 8 characters. For a strong password, use a combination of uppercase and lowercase letters, numbers and special characters (such as #, $ or @).

5. Click **OK** to change the password.

BitDefender will immediately inform you about the result of the operation. If an error has occurred, use the error message to troubleshoot the error. Click **OK** to close the window.

30. Integration into Web Browsers

BitDefender protects you against phishing attempts when you are surfing the Internet. It scans the accessed web sites and alerts you if there are any phishing threats. A White List of web sites that will not be scanned by BitDefender can be configured.

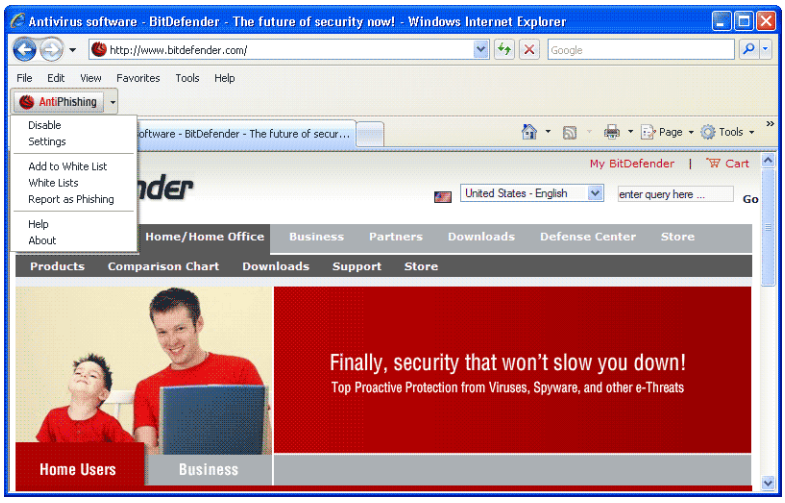
BitDefender integrates directly through an intuitive and easy-to-use toolbar into the following web browsers:

- Internet Explorer
- Mozilla Firefox

You can easily and efficiently manage antiphishing protection and the White List using the BitDefender Antiphishing toolbar integrated into one of the above web browsers.

The antiphishing toolbar, represented by the BitDefender icon, is located on the topside of browser. Click it in order to open the toolbar menu.

Note
If you cannot see the toolbar, open the **View** menu, point to **Toolbars** and check **BitDefender Toolbar**.



Antiphishing Toolbar

The following commands are available on the toolbar menu:

- **Enable / Disable** - enables / disables the BitDefender antiphishing protection in the current web browser.
- **Settings** - opens a window where you can specify the antiphishing toolbar's settings. The following options are available:
  - **Real-time Antiphishing Web Protection** - detects and alerts you in real-time if a web site is phished (set up to steal personal information). This option controls the BitDefender antiphishing protection in the current web browser only.
  - **Ask before adding to whitelist** - prompts you before adding a web site to the White List.
- **Add to White List** - adds the current web site to the White List.

Note

Adding a site to the White List means that BitDefender will not scan the site for phishing attempts anymore. We recommend you to add to the White List only sites that you fully trust.

- **White List** - opens the White List.

BitDefender Internet Security 2010
White List
This is the list of URLs that will not be filtered by BitDefender Antiphishing engines.
The URLs entered in the Whitelist will not be checked by the BitDefender Antiphishing engines. You will not be warned about any threats existing on these pages.
Add URL:
Add
Website
This is where you can define a list of websites (URLs) that should not be checked by BitDefender Antiphishing engines.
Close
Save

Antiphishing White List

You can see the list of all the web sites that are not checked by the BitDefender antiphishing engines. If you want to remove a site from the White List so that you can be notified about any existing phishing threat on that page, click the **Remove** button next to it.

You can add the sites that you fully trust to the White List, so that they will not be scanned by the antiphishing engines anymore. To add a site to the White List, provide its address in the corresponding field and click **Add**.

- **Report as Phishing** - informs the BitDefender Lab that you consider the respective web site to be used for phishing. By reporting phished web sites you help protect other people against identity theft.
- **Help** - opens the help file.
- **About** - opens a window where you can see information about BitDefender and where to look for help in case something unexpected appears.

31. Integration into Instant Messenger Programs

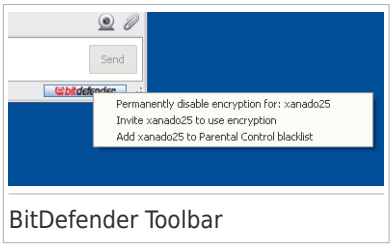
BitDefender offers encryption capabilities to protect your confidential documents and your instant messaging conversations through Yahoo Messenger and MSN Messenger.

By default, BitDefender encrypts all your instant messaging chat sessions provided that:

- Your chat partner has a BitDefender version installed that supports IM Encryption and IM Encryption is enabled for the instant messaging application used for chatting.
- You and your chat partner use either Yahoo Messenger or Windows Live (MSN) Messenger.

Important
BitDefender will not encrypt a conversation if a chat partner uses a web-based chat application, such as Meebo, or another chat application that supports Yahoo Messenger or MSN.

You can easily configure instant messaging encryption using the BitDefender toolbar from the chat window. The toolbar should be located in the bottom-right corner of the chat window. Look for the BitDefender logo to find it.


Send
Permanently disable encryption for: xanado25
Invite xanado25 to use encryption
Add xanado25 to Parental Control blacklist

BitDefender Toolbar

Note
The toolbar indicates that a conversation is encrypted by displaying a small key next to the BitDefender logo.

By clicking the BitDefender toolbar you are provided with the following options:

- **Permanently disable encryption for `contact`.**
- **Invite `contact` to use encryption.** To encrypt your conversations, your contact must install BitDefender and use a compatible IM program.
- **Add `contact` to Parental Control blacklist.** If you add the contact to the Parental Control blacklist and Parental Control is enabled, you will no longer see the instant messages sent by that contact. To remove the contact from the blacklist, click the toolbar and select **Remove `contact` from Parental Control blacklist**.

32. Integration into Mail Clients

BitDefender Internet Security 2010 includes an Antispam module. Antispam verifies the e-mail messages you receive and identifies those that are spam. The spam messages detected by BitDefender are marked with the [SPAM] prefix in the subject line.

Note
Antispam protection is provided for all POP3/SMTP e-mail clients.

BitDefender integrates directly through an intuitive and easy-to-use toolbar into the following mail clients:

- Microsoft Outlook
- Outlook Express
- Windows Mail
- Mozilla Thunderbird

BitDefender automatically moves spam messages to a specific folder, as follows:

- In Microsoft Outlook, spam messages are moved to a **Spam** folder, located in the **Deleted Items** folder. The **Spam** folder is created during the installation of BitDefender.
- In Outlook Express and Windows Mail, spam messages are moved directly to **Deleted Items**.
- In Mozilla Thunderbird, spam messages are moved to a **Spam** folder, located in the **Trash** folder. The **Spam** folder is created during the installation of BitDefender.

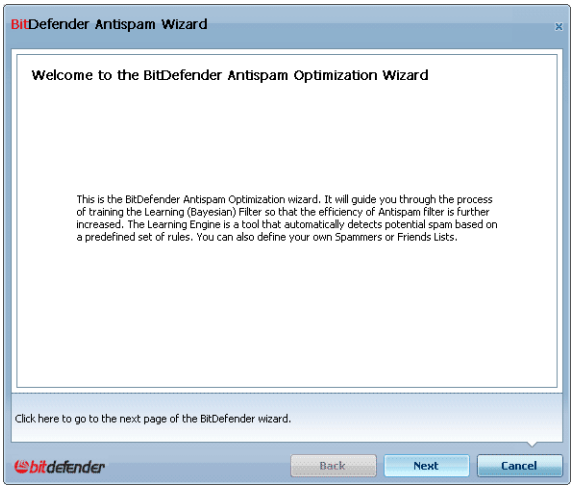
If you use other mail clients, you must create a rule to move the e-mail messages marked as [SPAM] by BitDefender to a custom quarantine folder.

32.1. Antispam Configuration Wizard

The first time you run your mail client after you have installed BitDefender, a wizard will appear helping you to configure the Friends list and the Spammers list and to train the Bayesian filter in order to increase the efficiency of the Antispam filters.

Note
The wizard can also be launched any time you want by clicking the **Wizard** button from the Antispam toolbar.

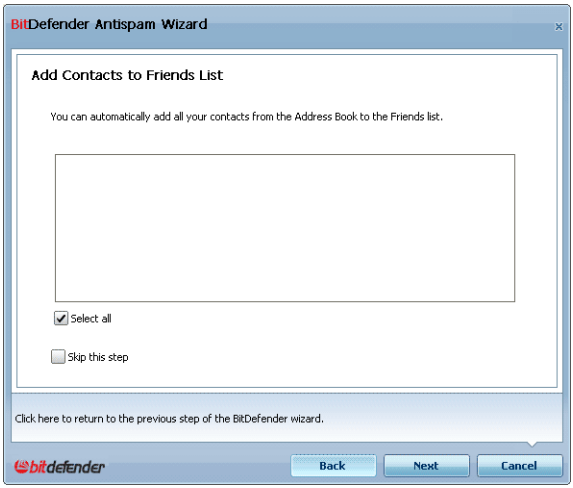
32.1.1. Step 1/6 - Welcome Window


BitDefender Antispam Wizard
Welcome to the BitDefender Antispam Optimization Wizard
This is the BitDefender Antispam Optimization wizard. It will guide you through the process of training the Learning (Bayesian) Filter so that the efficiency of Antispam filter is further increased. The Learning Engine is a tool that automatically detects potential spam based on a predefined set of rules. You can also define your own Spammers or Friends Lists.
Click here to go to the next page of the BitDefender wizard.
bitdefender
Back
Next
Cancel

Welcome Window

Click **Next**.

32.1.2. Step 2/6 - Fill in the Friends List


BitDefender Antispam Wizard
Add Contacts to Friends List
You can automatically add all your contacts from the Address Book to the Friends list.
Select all
Skip this step
Click here to return to the previous step of the BitDefender wizard.
bitdefender
Back
Next
Cancel

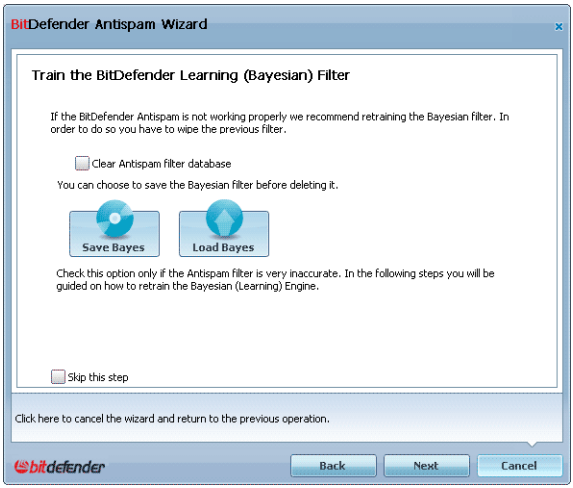
Fill in the Friends List

Here you can see all the addresses from your **Address Book**. Please select those you want to be added to your **Friends list** (we recommend to select them all). You will receive all the e-mail messages from these addresses, regardless of their content.

To add all your contacts to the Friends list, check **Select all**.

If you want to skip this configuration step, select **Skip this step**. Click **Next** to continue.

32.1.3. Step 3/6 - Delete Bayesian Database


BitDefender Antispam Wizard
Train the BitDefender Learning (Bayesian) Filter
If the BitDefender Antispam is not working properly we recommend retraining the Bayesian filter. In order to do so you have to wipe the previous filter.
Clear Antispam filter database
You can choose to save the Bayesian filter before deleting it.
Save Bayes
Load Bayes
Check this option only if the Antispam filter is very inaccurate. In the following steps you will be guided on how to retrain the Bayesian (Learning) Engine.
Skip this step
Click here to cancel the wizard and return to the previous operation.
bitdefender
Back
Next
Cancel

Delete Bayesian Database

You may find that your antispam filter has begun to lose efficiency. This may be due to improper training. (i.e. you have mistakenly tagged a number of legitimate messages as spam, or vice versa). If your filter is very inaccurate, you may need to wipe the filter database and retrain the filter by following the next steps of this wizard.

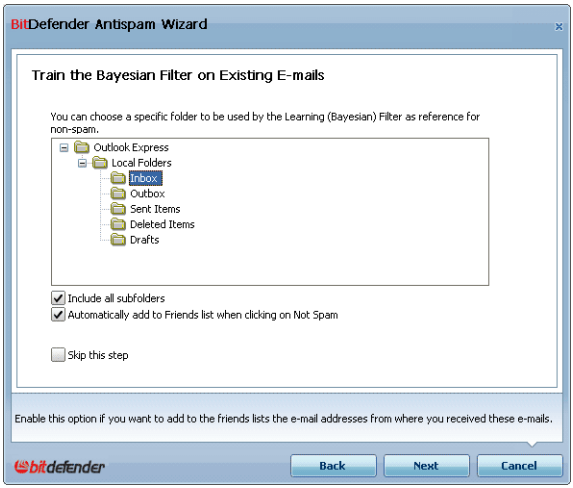
Select **Wipe antispam filter database** if you want to reset the Bayesian database.

You can save the Bayesian database to a file so that you can use it with another BitDefender product or after reinstalling BitDefender. To save the Bayesian database, click the **Save Bayes** button and save it to the desired location. The file will have a `.dat` extension.

To load a previously saved Bayesian database, click the **Load Bayes** button and open the corresponding file.

If you want to skip this configuration step, select **Skip this step**. Click **Next** to continue.

32.1.4. Step 4/6 - Train Bayesian Filter with Legitimate Mail


BitDefender Antispam Wizard
Train the Bayesian Filter on Existing E-mails
You can choose a specific folder to be used by the Learning (Bayesian) Filter as reference for non-spam.
Outlook Express
Local Folders
Inbox
Outbox
Sent Items
Deleted Items
Drafts
Include all subfolders
Automatically add to Friends list when clicking on Not Spam
Skip this step
Enable this option if you want to add to the friends lists the e-mail addresses from where you received these e-mails.
bitdefender
Back
Next
Cancel

Train Bayesian Filter with Legitimate Mail

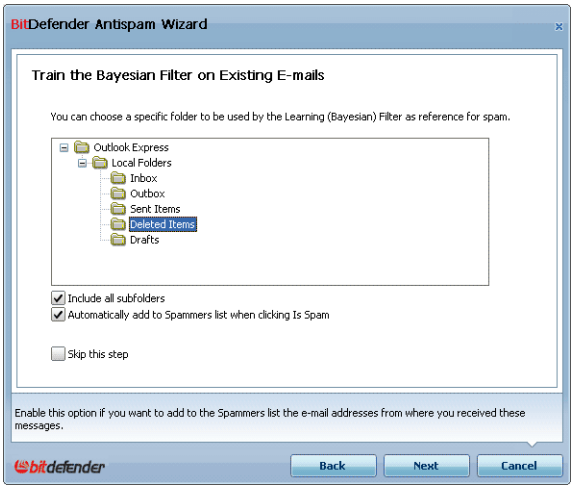
Please select a folder that contains legitimate e-mail messages. These messages will be used to train the antispam filter.

There are two advanced options under the directory list:

- **Include all subfolders** - to include the subfolders to your selection.
- **Automatically add to Friends list** - to add the senders to the Friends list.

If you want to skip this configuration step, select **Skip this step**. Click **Next** to continue.

32.1.5. Step 5/6 - Train Bayesian Filter with Spam


BitDefender Antispam Wizard
Train the Bayesian Filter on Existing E-mails
You can choose a specific folder to be used by the Learning (Bayesian) Filter as reference for spam.
Outlook Express
Local Folders
Inbox
Outbox
Sent Items
Deleted Items
Drafts
Include all subfolders
Automatically add to Spammers list when clicking Is Spam
Skip this step
Enable this option if you want to add to the Spammers list the e-mail addresses from where you received these messages.
bitdefender
Back
Next
Cancel

Train Bayesian Filter with Spam

Please select a folder that contains spam e-mail messages. These messages will be used to train the antispam filter.

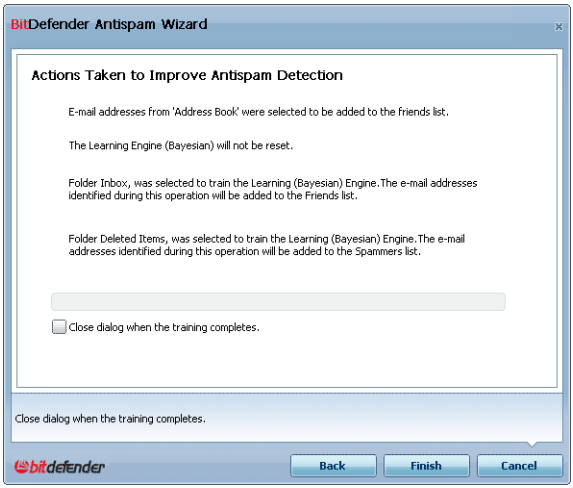
Important
Please make sure that the folder you choose contains no legitimate e-mail at all, otherwise the antispam performance will be considerably reduced.

There are two advanced options under the directory list:

- **Include all subfolders** - to include the subfolders to your selection.
- **Automatically add to Spammers list** - to add the senders to the Spammers list. E-mail messages from these senders will always be marked as SPAM and processed accordingly.

If you want to skip this configuration step, select **Skip this step**. Click **Next** to continue.

32.1.6. Step 6/6 - Summary


BitDefender Antispam Wizard
Actions Taken to Improve Antispam Detection
E-mail addresses from 'Address Book' were selected to be added to the friends list.
The Learning Engine (Bayesian) will not be reset.
Folder Inbox, was selected to train the Learning (Bayesian) Engine. The e-mail addresses identified during this operation will be added to the Friends list.
Folder Deleted Items, was selected to train the Learning (Bayesian) Engine. The e-mail addresses identified during this operation will be added to the Spammers list.
Close dialog when the training completes.
Close dialog when the training completes.
bitdefender
Back
Finish
Cancel

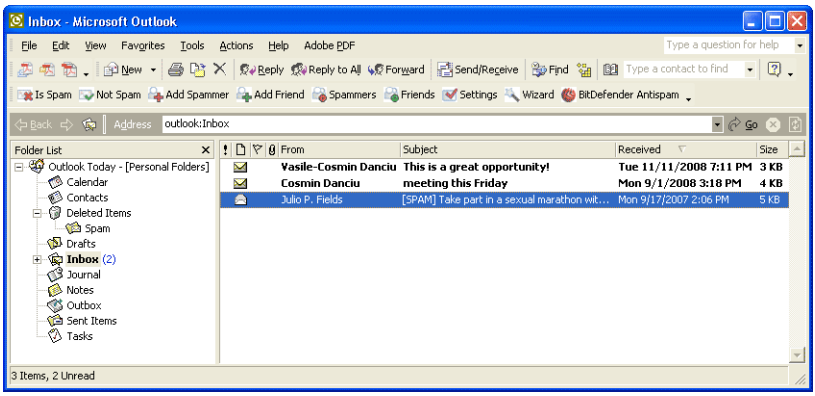
Summary

Here you can view all the settings for the configuration wizard. You can make any changes, by returning to the previous steps (click **Back**).

If you do not want to make any modifications, click **Finish** to end the wizard.

32.2. Antispam Toolbar

In the upper area of your mail client window you can see the Antispam toolbar. The Antispam toolbar helps you manage antispam protection directly from your mail client. You can easily correct BitDefender if it marked a legitimate message as SPAM.


Inbox - Microsoft Outlook
File Edit View Favorites Tools Actions Help Adobe PDF
Type a question for help
New Reply Reply to All Forward Send/Receive Find Type a contact to find
Is Spam Not Spam Add Spammer Add Friend Spammers Friends Settings Wizard BitDefender Antispam
Back Address outlook:Inbox Go
Folder List
Outlook Today - [Personal Folders]
Calendar
Contacts
Deleted Items
Spam
Drafts
Inbox (2)
Journal
Notes
Outbox
Sent Items
Tasks
From Subject Received Size
Vasile-Cosmin Danciu This is a great opportunity! Tue 11/11/2008 7:11 PM 3 KB
Cosmin Danciu meeting this Friday Mon 9/1/2008 3:18 PM 4 KB
Julio P. Fields [SPAM] Take part in a sexual marathon wit... Mon 9/17/2007 2:06 PM 5 KB
3 Items, 2 Unread

Antispam Toolbar

Each button from the BitDefender toolbar will be explained below:

- **Is Spam** - sends a message to the Bayesian module indicating that the selected e-mail is spam. The e-mail will be tagged as SPAM and moved to the **Spam** folder.

  The future e-mail messages that fit the same patterns will be tagged as SPAM.

  Note
  You can select one e-mail or as many e-mail messages as you want.

- **Not Spam** - sends a message to the Bayesian module indicating that the selected e-mail is not spam and BitDefender should not have tagged it. The e-mail will be moved from the **Spam** folder to the **Inbox** directory.

  The future e-mail messages that fit the same patterns will no longer be tagged as SPAM.

  Note
  You can select one e-mail or as many e-mail messages as you want.

  Important
  The **Not Spam** button becomes active when you select a message marked as SPAM by BitDefender (normally these messages are located in the **Spam** folder).

- **Add Spammer** - adds the sender of the selected e-mail to the Spammers list.

BitDefender Add Spammer
BitDefender added the following address to the Spammers List:
msoe@microsoft.com
Any mail coming from this address will be automatically moved to your Spam folder.
Don't show this message again
OK

Add Spammer

Select **Don't show this message again** if you don't want to be prompted for confirmation when you add a spammer's address to the list.

Click **OK** to close the window.

The future e-mail messages from that address will be tagged as SPAM.

Note
You can select one sender or as many senders as you want.

- **Add Friend** - adds the sender of the selected e-mail to the Friends list.

BitDefender Add Friend
BitDefender added the following address to the Friends List:
msoe@microsoft.com
All mail coming from this address will reach your Inbox regardless of its content.
Don't show this message again
OK

Add Friend

Select **Don't show this message again** if you don't want to be prompted for confirmation when you add a friend's address to the list.

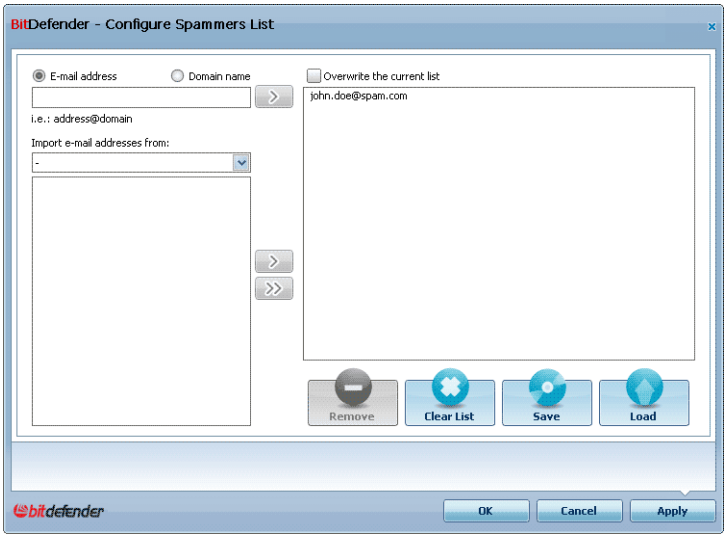
Click **OK** to close the window.

You will always receive e-mail messages from this address no matter what they contain.

Note
You can select one sender or as many senders as you want.

- **Spammers** - opens the **Spammers list** that contains all the e-mail addresses from which you don't want to receive messages, regardless of their content.

Note
Any e-mail message received from an address contained in the **Spammers list** will be automatically marked as SPAM, without further processing.



Spammers List

Here you can add or remove entries from the **Spammers list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click the button. The address will appear in the **Spammers list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click the button. The domain will appear in the **Spammers list**.

Important
Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will be tagged as SPAM;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will be tagged as SPAM;
- *com - all the received e-mail messages having the domain suffix com will be tagged as SPAM.

Warning

Do not add domains of legitimate web-based e-mail services (such as Yahoo, Gmail, Hotmail or other) to the Spammers list. Otherwise, the e-mail messages received from any registered user of such a service will be detected as spam. If, for example, you add `yahoo.com` to the Spammers list, all e-mail messages coming from `yahoo.com` addresses will be marked as `[spam]`.

To import e-mail addresses from **Windows Address Book** / **Outlook Express Folders** into **Microsoft Outlook** / **Outlook Express** / **Windows Mail** select the appropriate option from the **Import email addresses from** drop-down menu.

For **Microsoft Outlook Express** / **Windows Mail** a new window will appear from where you can select the folder that contains the e-mail addresses you want to add to the **Spammers list**. Choose them and click **Select**.

In both cases the e-mail addresses will appear in the import list. Select the desired ones and click to add them to the **Spammers list**. If you click all the e-mail addresses will be added to the list.

To delete an item from the list, select it and click the **Remove** button. To delete all entries from the list, click the **Clear list** button and then **Yes** to confirm.

You can save the Spammers list to a file so that you can use it on another computer or after reinstalling the product. To save the Spammers list, click the **Save** button and save it to the desired location. The file will have a `.bwl` extension.

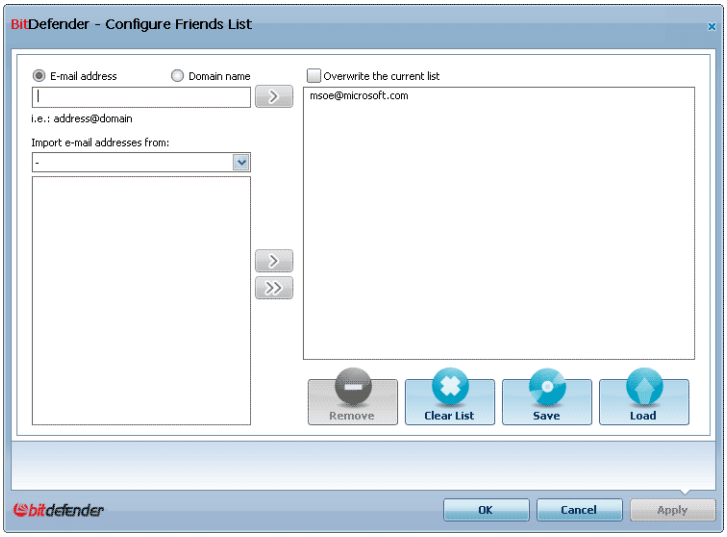
To load a previously saved Spammers list, click the **Load** button and open the corresponding `.bwl` file. To reset the content of the existing list when loading a previously saved list, select **Overwrite the current list**.

Click **Apply** and **OK** to save and close the **Spammers list**.

- **Friends** - opens the **Friends list** that contains all the e-mail addresses from which you always want to receive e-mail messages, regardless of their content.

Note

Any mail coming from an address contained in the **Friends list**, will automatically be delivered to your Inbox without further processing.



Friends List

Here you can add or remove entries from the **Friends list**.

If you want to add an e-mail address check the **Email address** option, type in the address and click the button. The address will appear in the **Friends list**.

Important
Syntax: name@domain.com.

If you want to add a domain check the **Domain name** option, type in the domain and click the button. The domain will appear in the **Friends list**.

Important
Syntax:

- @domain.com, *domain.com and domain.com - all the received e-mail messages from domain.com will reach your **Inbox** regardless of their content;
- *domain* - all the received e-mail messages from domain (no matter the domain suffixes) will reach your **Inbox** regardless of their content;
- *com - all the received e-mail messages having the domain suffix com will reach your **Inbox** regardless of their content;

To import e-mail addresses from **Windows Address Book** / **Outlook Express Folders** into **Microsoft Outlook** / **Outlook Express** / **Windows Mail** select the appropriate option from the **Import email addresses from** drop-down menu.

For **Microsoft Outlook Express / Windows Mail** a new window will appear from where you can select the folder that contains the e-mail addresses you want to add to the **Friends list**. Choose them and click **Select**.

In both cases the e-mail addresses will appear in the import list. Select the desired ones and click ▷ to add them to the **Friends list**. If you click ▷▷ all the e-mail addresses will be added to the list.

To delete an item from the list, select it and click the **Remove** button. To delete all entries from the list, click the **Clear list** button and then **Yes** to confirm.

You can save the Friends list to a file so that you can use it on another computer or after reinstalling the product. To save the Friends list, click the **Save** button and save it to the desired location. The file will have a `.bwl` extension.

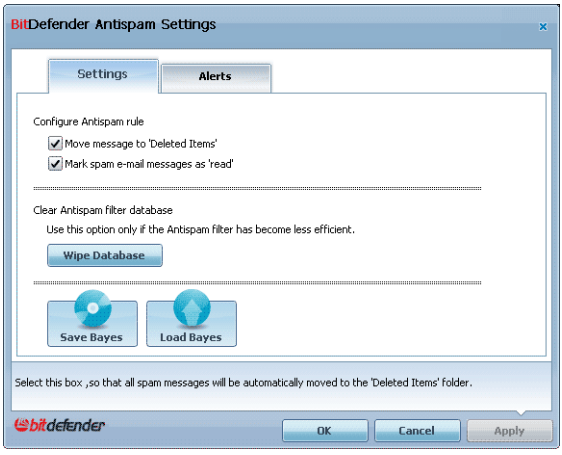
To load a previously saved Friends list, click the **Load** button and open the corresponding `.bwl` file. To reset the content of the existing list when loading a previously saved list, select **Overwrite the current list**.

Note

We recommend that you add your friends' names and e-mail addresses to the **Friends list**. BitDefender does not block messages from those on the list; therefore, adding friends helps ensure that legitimate messages get through.

Click **Apply** and **OK** to save and close the **Friends list**.

- **Settings** - opens the **Settings** window where you can specify some options for the **Antispam** module.



Settings

The following options are available:

- **Move message to Deleted Items** - moves the spam messages to the **Deleted Items** (only for Microsoft Outlook Express / Windows Mail);
- **Mark message as 'read'** - marks all the spam messages as read so as not to be disturbing when new spam messages arrive.

If your antispam filter is very inaccurate, you may need to wipe the filter database and retrain the Bayesian filter. Click **Wipe antispam database** to reset the Bayesian database.

You can save the Bayesian database to a file so that you can use it with another BitDefender product or after reinstalling BitDefender. To save the Bayesian database, click the **Save Bayes** button and save it to the desired location. The file will have a `.dat` extension.

To load a previously saved Bayesian database, click the **Load Bayes** button and open the corresponding file.

Click the **Alerts** tab if you want to access the section where you can disable the apparition of the confirmation windows for the **Add spammer** and **Add friend** buttons.

Note

In the **Alerts** window you can also enable/disable the apparition of the **Please select an email message** alert. This alert appears when you select a group instead of an email message.

- **Wizard** - opens the antispam configuration wizard, which will help you train the Bayesian filter in order to further increase the efficiency of the BitDefender Antispam filtering. You can also add addresses from your Address Book to your Friends list / Spammers list.
- **BitDefender Antispam** - opens the BitDefender user interface.

How To

33. How to Scan Files and Folders

Scanning is easy and flexible with BitDefender. There are 4 ways to set BitDefender to scan files and folders for viruses and other malware:

- Using Windows Contextual Menu
- Using Scan Tasks
- Using BitDefender Manual Scan
- Using Scan Activity Bar

Once you initiate a scan, the Antivirus Scan wizard will appear and guide you through the process. For detailed information about this wizard, please refer to *"Antivirus Scan Wizard"* (p. 52).

33.1. Using Windows Contextual Menu

This is the easiest and recommended way to scan a file or folder on your computer. Right-click the object you want to scan and select **Scan with BitDefender** from the menu. Follow the Antivirus Scan wizard to complete the scan.

Typical situations when you would use this scanning method include the following:

- You suspect a specific file or folder to be infected.
- Whenever you download from the Internet files that you think they might be dangerous.
- Scan a network share before copying files to your computer.

33.2. Using Scan Tasks

If you want to scan your computer or specific folders regularly, you should consider using scan tasks. Scan tasks instruct BitDefender what locations to scan, and which scanning options and actions to apply. Moreover, you can schedule them to run on a regular basis or at a specific time.

To scan your computer using scan tasks, you must open the BitDefender interface and run the desired scan task. Depending on the user interface view mode, different steps are to be followed to run the scan task.

Running Scan Tasks in Novice Mode

In Novice Mode, you can only run a standard scan of the entire computer by clicking **Scan Now**. Follow the Antivirus Scan wizard to complete the scan.

Running Scan Tasks in Intermediate Mode

In Intermediate Mode, you can run a number of pre-configured scan tasks. You can also configure and run custom scan tasks to scan specific locations on your computer using custom scanning options. Follow these steps to run a scan task in Intermediate Mode:

1. Click the **Security** tab.
2. On the left-side Quick Tasks area, click **System Scan** to start a standard scan of the entire computer. To run a different scan task, click the arrow on the button and select the desired scan task. To configure and run a custom scan, click **Custom Scan**. These are the available scan tasks:

Scan Task	Description
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Deep System Scan	Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.
My Documents Scan	Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.
Custom Scan	This option helps you configure and run a custom scan task, allowing you to specify what to scan and the general scanning options. You can save custom scan tasks so that you can later access them in Intermediate Mode or in Expert Mode.

3. Follow the Antivirus Scan wizard to complete the scan. If you chose to run a custom scan, you must complete instead the Custom Scan wizard.

Running Scan Tasks in Expert Mode

In Expert Mode, you can run all of the pre-configured scan tasks, and also change their scanning options. Moreover, you can create customized scan tasks if you want to scan specific locations on your computer. Follow these steps to run a scan task in Expert Mode:

1. Click **Antivirus** on the left-side menu.

2. Click the **Virus Scan** tab. Here you can find a number of default scan tasks and you can create your own scan tasks. These are the default scan tasks that you can use:

Default Task	Description
Deep System Scan	Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Quick System Scan	Scans the `Windows` and `Program Files` folders. In the default configuration, it scans for all types of malware, except for rootkits, but it does not scan memory, the registry or cookies.
My Documents	Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.

3. Double click the scan task you want to run.
4. Follow the Antivirus Scan wizard to complete the scan.

33.3. Using BitDefender Manual Scan

BitDefender Manual Scan lets you scan a specific folder or hard disk partition without having to create a scan task. This feature was designed to be used when Windows is running in Safe Mode. If your system is infected with a resilient virus, you can try to remove the virus by starting Windows in Safe Mode and scanning each hard disk partition using BitDefender Manual Scan.

To scan your computer using BitDefender Manual Scan, follow these steps:

1. On the Windows Start menu, follow the path **Start → Programs → BitDefender 2010 → BitDefender Manual Scan**. A new window will appear.
2. Click **Add Folder** to select the scan target. A new window will appear.
3. Select the scan target:
   - To scan your desktop, just select **Desktop**.
   - To scan an entire hard disk partition, select it from My Computer.
   - To scan a specific folder, browse for and select the respective folder.
4. Click **OK**.

5. Click **Continue** to start the scan.
6. Follow the Antivirus Scan wizard to complete the scan.

What is Safe Mode?
Safe Mode is a special way to start Windows, used mainly to troubleshoot problems affecting normal operation of Windows. Such problems range from conflicting drivers to viruses preventing Windows from starting normally. In Safe Mode, Windows loads only a minimum of operating system components and basic drivers. Only a few applications work in Safe Mode. This is why most viruses are inactive when using Windows in Safe Mode and they can be easily removed.
To start Windows in Safe Mode, restart your computer and press the F8 key until the Windows Advanced Options Menu appears. You can choose between several options of starting Windows in Safe Mode. You might want to select **Safe Mode with Networking** in order to be able to access the Internet.

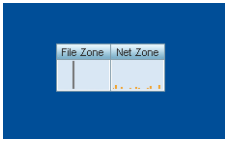
Note

For more information on Safe Mode, go to the Windows Help and Support Center (in the Start menu, click **Help and Support**). You can also find useful information by searching the Internet.

33.4. Using Scan Activity Bar

The **Scan activity bar** is a graphic visualization of the scanning activity on your system. This small window is by default available only in Expert Mode.

You can use the Scan activity bar to quickly scan files and folders. Drag & drop the file or folder you want to be scanned onto the Scan activity bar. Follow the Antivirus Scan wizard to complete the scan.



Scan Activity Bar

Note

For more information, please refer to "*Scan Activity Bar*" (p. 30).

34. How to Schedule Computer Scan

Scanning your computer periodically is a best practice to keep your computer free from malware. BitDefender allows you to schedule scan tasks so that you can automatically scan your computer.

To schedule BitDefender to scan your computer, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antivirus** on the left-side menu.
3. Click the **Virus Scan** tab. Here you can find a number of default scan tasks and you can create your own scan tasks.
   - System tasks are available and can run on every Windows user account.
   - User tasks are only available to and can only be run by the user who created them.

   These are the default scan tasks that you can schedule:

Default Task	Description
Deep System Scan	Scans the entire system. In the default configuration, it scans for all types of malware threatening your system's security, such as viruses, spyware, adware, rootkits and others.
System Scan	Scans the entire system, except for archives. In the default configuration, it scans for all types of malware other than rootkits.
Quick System Scan	Scans the `Windows` and `Program Files` folders. In the default configuration, it scans for all types of malware, except for rootkits, but it does not scan memory, the registry or cookies.
Autologon Scan	Scans the items that are run when a user logs on to Windows. To use this task, you must schedule it to run at system startup. By default, the autologon scan is disabled.
My Documents	Use this task to scan important current user folders: `My Documents`, `Desktop` and `StartUp`. This will ensure the safety of your documents, a safe workspace and clean applications running at startup.

If none of these scan tasks suit your needs, you can create a new scan task, which you can then schedule to run as needed.

4. Right-click the desired scan task and select **Schedule**. A new window will appear.
5. Schedule the task to run as needed:
   - To run the scan task one-time only, select **Once** and specify the start date and time.
   - To run the scan task after the system startup, select **On system startup**. You can specify how long after the startup the task should start running (in minutes).
   - To run the scan task on a regular basis, select **Periodically** and specify the frequency and the start date and time.

   Note

   For example, to scan your computer every Saturday at 2 AM, you must configure the schedule as follows:

   a. Select **Periodically**.

   b. In the **At every** field, type 1 and then select **weeks** from the menu. In this way, the task is run once every week.

   c. Set as start date the first Saturday to come.

   d. Set as start time `2:00:00 AM`.

6. Click **OK** to save the schedule. The scan task will run automatically according to the schedule you have defined. If the computer is shut down when the schedule is due, the task will run the next time you start your computer.

Troubleshooting and Getting Help

35. Troubleshooting

This chapter presents some problems you may encounter when using BitDefender and provides you with possible solutions to these problems. Most of these problems can be solved through the appropriate configuration of the product settings.

If you cannot find your problem here, or if the presented solutions do not solve it, you can contact the BitDefender technical support representatives as presented in chapter "*Support*" (p. 316).

35.1. Installation Problems

This article helps you troubleshoot the most common installation problems with BitDefender. These problems can be grouped into the following categories:

- Installation validation errors: the setup wizard cannot be run due to specific conditions on your system.
- Failed installations: you initiated installation from the setup wizard, but it was not completed successfully.

35.1.1. Installation Validation Errors

When you start the setup wizard, a number of conditions are verified to validate if the installation can be initiated. The following table presents the most common installation validation errors and solutions to overcome them.

Error	Description&Solution
You do not have sufficient privileges to install the program.	In order to run the setup wizard and install BitDefender you need administrator privileges. Do any of the following: • Log on to a Windows administrator account and run the setup wizard again. • Right-click the installation file and select **Run as**. Type the user name and password of a Windows administrator account on the system.
The installer has detected a previous BitDefender version that was not uninstalled properly.	BitDefender was previously installed on your system, but the installation was not completely removed. This condition blocks a new installation of BitDefender. To overcome this error and install BitDefender, follow these steps: 1. Go to www.bitdefender.com/uninstall and download the uninstall tool on your computer.

Error	Description&Solution
	2. Run the uninstall tool using administrator privileges. 3. Restart your computer. 4. Start the setup wizard again to install BitDefender.
The BitDefender product is not compatible with your operating system.	You are trying to install BitDefender on an unsupported operating system. Please check the *"System Requirements"* (p. 2) to find out the operating systems you can install BitDefender on. If your operating system is Windows XP with Service Pack 1 or without any service pack, you can install Service Pack 2 or higher and then run the setup wizard again.
The installation file is designed for a different type of processor.	If you get such an error, you are trying to run an incorrect version of the installation file. There are two versions of the BitDefender installation file: one for 32-bit processors and the other for 64-bit processors. To make sure you have the correct version for your system, download the installation file directly from www.bitdefender.com.

35.1.2. Failed Installation

There are several installation fail possibilities:

- During installation, an error screen appears. You may be prompted to cancel the installation or a button may be provided to run an unistall tool that will clean up the system.

  Note
  Immediately after you initiate installation, you may notified that there is not enough free disk space to install BitDefender. In such case, free the required amount of disk space on the partition where you want to install BitDefender and then resume or reinitiate the installation.

- The installation hangs out and, possibly, your system freezes. Only a restart restores system responsiveness.
- Installation was completed, but you cannot use some or all of the BitDefender functions.

To troubleshoot a failed installation and install BitDefender, follow these steps:

1. **Clean up the system after the failed installation.** If the installation fails, some BitDefender registry keys and files may remain in your system. Such remainders may prevent a new installation of BitDefender. They may also affect system performance and stability. This is why you must remove them before you try to install the product again.

   If the error screen provides a button to run an uninstall tool, click that button to clean up the system. Otherwise, proceed as follows:

   a. Go to www.bitdefender.com/uninstall and download the uninstall tool on your computer.

   b. Run the uninstall tool using administrator privileges.

   c. Restart your computer.

2. **Verify possible causes why installation failed.** Before you proceed to reinstall the product, verify and remove possible conditions that may have caused the installation to fail:

   a. Check if you have any other security solution installed as they may disrupt the normal operation of BitDefender. If this is the case, we recommend you to remove all of the other security solutions and then reinstall BitDefender.

   b. You should also check if your system is infected. Do any of the following:

      - Use the BitDefender Rescue CD to scan your computer and remove any existing threats. For more information, please refer to "BitDefender Rescue CD" (p. 319).
      - Open an Internet Explorer window, go to www.bitdefender.com and run an online scan (click the **scan online** button).

3. Try again to install BitDefender. It is recommended that you download and run the latest version of the installation file from www.bitdefender.com.

4. If installation fails again, contact BitDefender for support as described in "*Support*" (p. 316).

35.2. BitDefender Services Are Not Responding

This article helps you troubleshoot the *BitDefender Services are not responding* error. You may encounter this error as follows:

- The BitDefender icon in the system tray is grayed out and a pop-up informs you that the BitDefender services are not responding.
- The BitDefender window indicates that the BitDefender services are not responding.

The error may be caused by one of the following conditions:

- an important update is being installed.

- temporary communication errors between the BitDefender services.
- some of the BitDefender services are stopped.
- other security solutions running on your computer at the same time with BitDefender.
- viruses on your system affect the normal operation of BitDefender.

To troubleshoot this error, try these solutions:

1. Wait a few moments and see if anything changes. The error may be temporary.
2. Restart the computer and wait a few moments until BitDefender is loaded. Open BitDefender to see if the error persists. Restarting the computer usually solves the problem.
3. Check if you have any other security solution installed as they may disrupt the normal operation of BitDefender. If this is the case, we recommend you to remove all of the other security solutions and then reinstall BitDefender.
4. If the error persists, there may be a more serious problem (for example, you may be infected with a virus that interferes with BitDefender). Please contact BitDefender for support as described in section "*Support*" (p. 316).

35.3. File and Printer Sharing in Wi-Fi (Wireless) Network Does Not Work

This article helps you troubleshoot the following problems with the BitDefender firewall in Wi-Fi networks:

- Cannot share files with computers in the Wi-Fi network.
- Cannot access a network printer attached to the Wi-Fi network.
- Cannot access the printer shared by a computer in the Wi-Fi network.
- Cannot share your printer with computers in the Wi-Fi network.

Before you begin troubleshooting these problems, you should know some things about security and the BitDefender firewall configuration in Wi-Fi networks. From a security viewpoint, Wi-Fi networks fall into one of these categories:

- **Secured Wi-Fi networks.** This type of network allows only authorized Wi-Fi-enabled devices to connect to it. Network access is conditioned by a password. Examples of secured Wi-Fi networks are those set up in office networks.
- **Open (unsecured) Wi-Fi networks.** Any Wi-Fi-enabled device within the range of an unsecured Wi-Fi network can freely connect to it. Unsecured Wi-Fi networks are widely used. They include almost every public Wi-Fi network (such as those in school campuses, coffee shops, airports and other). A home network that you set up using a wireless router is also unsecured until you activate security on the router.

Unsecured Wi-Fi networks present a great security risk because your computer is connected to unknown computers. Without the proper protection provided by a firewall, anyone connected to the network can access your shares and even break into your computer.

When connected to an unsecured Wi-Fi network, BitDefender automatically blocks communication with the computers in this network. You can only access the Internet, but cannot share files or a printer with other users in the network.

To enable communication with a Wi-Fi network, there are two solutions:

- The "trusted computer" solution allows file and printer sharing only with specific computers (trusted computers) in the Wi-Fi network. Use this solution when you are connected to a public Wi-Fi network (for example, a campus or coffee shop network) and you want to share files or a printer with a friend or access a Wi-Fi network printer.
- The "safe network" solution allows file and printer sharing for the entire Wi-Fi network (safe network). This solution is not recommended for security reasons, but it may be useful in particular situations (for example, you can use it for a home or office Wi-Fi network).

35.3.1. "Trusted Computer" Solution

To configure the BitDefender firewall to allow file and printer sharing with a computer in the Wi-Fi network, or access to a Wi-Fi network printer, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Firewall** on the left-side menu.
3. Click the **Network** tab.
4. In the Zones table, select the Wi-Fi network and then click the **Add** button.
5. Select the desired computer or Wi-Fi network printer from the list of devices detected in the Wi-Fi network. If that computer or printer was not automatically detected, you can type its IP address in the **Zone** field.
6. Select the **Allow** action.
7. Click **OK**.

If you still cannot share files or a printer with the selected computer, most likely this is not caused by the BitDefender firewall on your computer. Check for other potential causes, such as the following:

- The firewall on the other computer may block file and printer sharing in unsecured (public) Wi-Fi networks.
  - If the firewall is from a BitDefender 2009 or BitDefender 2010 product, the same procedure must be followed on the other computer to allow file and printer sharing with your computer.

- If the Windows Firewall is used, it can be configured to allow file and printer sharing as follows: open the Windows Firewall settings window, **Exceptions** tab and select the **File and Printer Sharing** check box.
- If another firewall program is used, please refer to its documentation or help file.

- General conditions that may prevent using or connecting to the shared printer:
  - You may need to log on to a Windows administrator account to access the shared printer.
  - Permissions are set for the shared printer to allow access to specific computer and users only. If you are sharing your printer, check the permissions set for the printer to see if the user on the other computer is allowed access to the printer. If you are trying to connect to a shared printer, check with the user on the other computer if you have permission to connect to the printer.
  - The printer connected to your computer or to the other computer is not shared.
  - The shared printer is not added on the computer.

Note
To learn how to manage printer sharing (share a printer, set or remove permissions for a printer, connect to a network printer or to a shared printer), go to the Windows Help and Support Center (in the Start menu, click **Help and Support**).

If you still cannot access the Wi-Fi network printer, most likely this is not caused by the BitDefender firewall on your computer. Access to the Wi-Fi network printer may be restricted to specific computers or users only. You should check with the administrator of the Wi-Fi network if you have permission to connect to that printer.

If you suspect the problem is with the BitDefender firewall, you can contact BitDefender for support as described in section "*Support*" (p. 316).

35.3.2. "Safe Network" Solution

It is recommended that you use this solution only for home or office Wi-Fi networks.

To configure the BitDefender firewall to allow file and printer sharing with the entire Wi-Fi network, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Firewall** on the left-side menu.
3. Click the **Network** tab.
4. In the Network Configuration table, **Trust Level** column, click the arrow in the cell corresponding to the Wi-Fi network.

5. Depending on the level of security you want to obtain, choose one of the following options:
   - **Unsafe** - to access the files and printers shared in the Wi-Fi network, without allowing access to your shares.
   - **Safe** - to allow file and printer sharing both ways. This means that the users connected to the Wi-Fi network can also access your shared files or printer.

If you still cannot share files or a printer with specific computers in the Wi-Fi network, most likely this is not caused by the BitDefender firewall on your computer. Check for other potential causes, such as the following:

- The firewall on the other computer may block file and printer sharing in unsecured (public) Wi-Fi networks.
  - If the firewall is from a BitDefender 2009 or BitDefender 2010 product, the same procedure must be followed on the other computer to allow file and printer sharing with your computer.
  - If the Windows Firewall is used, it can be configured to allow file and printer sharing as follows: open the Windows Firewall settings window, **Exceptions** tab and select the **File and Printer Sharing** check box.
  - If another firewall program is used, please refer to its documentation or help file.
- General conditions that may prevent using or connecting to the shared printer:
  - You may need to log on to a Windows administrator account to access the shared printer.
  - Permissions are set for the shared printer to allow access to specific computer and users only. If you are sharing your printer, check the permissions set for the printer to see if the user on the other computer is allowed access to the printer. If you are trying to connect to a shared printer, check with the user on the other computer if you have permission to connect to the printer.
  - The printer connected to your computer or to the other computer is not shared.
  - The shared printer is not added on the computer.

Note

To learn how to manage printer sharing (share a printer, set or remove permissions for a printer, connect to a network printer or to a shared printer), go to the Windows Help and Support Center (in the Start menu, click **Help and Support**).

If you still cannot access a Wi-Fi network printer, most likely this is not caused by the BitDefender firewall on your computer. Access to the Wi-Fi network printer may be restricted to specific computers or users only. You should check with the administrator of the Wi-Fi network if you have permission to connect to that printer.

If you suspect the problem is with the BitDefender firewall, you can contact BitDefender for support as described in section "*Support*" (p. 316).

35.4. Antispam Filter Does Not Work Properly

This article helps you troubleshoot the following problems concerning the BitDefender Antispam filtering operation:

- A number of legitimate e-mail messages are marked as [spam].
- Many spam messages are not marked accordingly by the antispam filter.
- The antispam filter does not detect any spam message.

35.4.1. Legitimate Messages Are Marked as [spam]

Legitimate messages are marked as [spam] simply because they look like spam to the BitDefender antispam filter. You can normally solve this problem by adequately configuring the Antispam filter.

BitDefender automatically adds the receivers of your e-mail messages to a Friends List. The e-mail messages received from the contacts in the Friends list are considered to be legitimate. They are not verified by the antispam filter and, thus, they are never marked as [spam].

The automatic configuration of the Friends list does not prevent the detection errors that may occur in these situations:

- You receive a lot of solicited commercial mail as a result of subscribing on various websites. In this case, the solution is to add the e-mail addresses from which you receive such e-mail messages to the Friends list.
- A significant part of your legitimate mail is from people to whom you never e-mailed before, such as customers, potential business partners and others. Other solutions are required in this case.

If you are using one of the mail clients BitDefender integrates into, try the following solutions:

1. Indicate detection errors. This is used to train the Learning Engine (Bayesian) of the antispam filter and it helps prevent future detection errors. The Learning Engine analyzes the indicated messages and learns their patterns. The next e-mail messages that fit the same patterns will not be marked as [spam].
2. Decrease antispam protection level. By decreasing the protection level, the antispam filter will need more spam indications to classify an e-mail message as spam. Try this solution only if many legitimate messages (including solicited commercial messages) are incorrectly detected as spam.
3. Retrain the Learning Engine (Bayesian filter). Try this solution only if the previous solutions did not offer satisfactory results.

Note

BitDefender integrates into the most commonly used mail clients through an easy-to-use antispam toolbar. For a complete list of supported mail clients, please refer to "*Supported Software*" (p. 2).

If you are using a different mail client, you cannot indicate detection errors and train the Learning Engine. To solve the problem, try decreasing the antispam protection level.

Add Contacts to Friends List

If you are using a supported mail client, you can easily add the senders of legitimate messages to the Friends list. Follow these steps:

1. In your mail client, select an e-mail message from the sender that you want to add to the Friends list.
2. Click the **Add Friend** button on the BitDefender antispam toolbar.
3. You may be asked to acknowledge the addresses added to the Friends list. Select **Don't show this message again** and click **OK**.

You will always receive e-mail messages from this address no matter what they contain.

If you are using a different mail client, you can add contacts to the Friends list from the BitDefender interface. Follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antispam** on the left-side menu.
3. Click the **Status** tab.
4. Click **Manage Friends**. A configuration window will appear.
5. Type the e-mail address you always want to receive e-mail messages from and click the button to add the address to the Friends List.
6. Click **OK** to save the changes and close the window.

Indicate Detection Errors

If you are using a supported mail client, you can easily correct the antispam filter (by indicating which e-mail messages should not have been marked as `[spam]`). Doing so will considerably improve the efficiency of the antispam filter. Follow these steps:

1. Open your mail client.
2. Go to the junk mail folder where spam messages are moved.
3. Select the legitimate message incorectly marked as `[spam]` by BitDefender.

4. Click the **Add Friend** button on the BitDefender antispam toolbar to add the sender to the Friends list. You may need to click **OK** to acknowledge. You will always receive e-mail messages from this address no matter what they contain.
5. Click the **Not Spam** button on the BitDefender antispam toolbar (normally located in the upper part of the mail client window). This indicates to the Learning Engine that the selected message is not spam. The e-mail message will be moved to the Inbox folder. The next e-mail messages that fit the same patterns will no longer be marked as `[spam]`.

Decrease Antispam Protection Level

To decrease the antispam protection level, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antispam** on the left-side menu.
3. Click the **Status** tab.
4. Move the slider lower on the scale.

It is recommended to decrease protection by just one level and then wait enough time to evaluate the results. If many legitimate e-mail messages are still being marked as `[spam]`, you can further decrease the protection level. If you notice that many spam messages are not detected, you should not decrease the protection level.

Retrain Learning Engine (Bayesian)

Before training the Learning Engine (Bayesian), prepare a folder containing only SPAM messages and another one containing only legitimate messages. The Learning Engine will analyze them and learn the characteristics that define the spam or legitimate messages that you usually receive. In order for the training to be efficient, there must be over 50 messages in each category.

To reset the Bayesian database and retrain the Learning Engine, follow these steps:

1. Open your mail client.
2. On the BitDefender antispam toolbar, click the **Wizard** button to start the antispam configuration wizard. Detailed information on this wizard is provided in section "*Antispam Configuration Wizard*" (p. 279).
3. Click **Next**.
4. Select **Skip this step** and click **Next**.
5. Select **Clear antispam filter database** and click **Next**.
6. Select the folder containing legitimate messages and click **Next**.
7. Select the folder containing SPAM messages and click **Next**.

8. Click **Finish** to start the training process.
9. When training is completed, click **Close**.

Ask for Help

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 316).

35.4.2. Many Spam Messages Are Not Detected

If you are receiving many spam messages that are not marked as `[spam]`, you must configure the BitDefender antispam filter so as to improve its efficiency.

If you are using one of the mail clients BitDefender integrates into, try the following solutions one at a time:

1. Indicate undetected spam messages. This is used to train the Learning Engine (Bayesian) of the antispam filter and it usually improves antispam detection. The Learning Engine analyzes the indicated messages and learns their patterns. The next e-mail messages that fit the same patterns will be marked as `[spam]`.
2. Add spammers to the Spammers list. The e-mail messages received from addresses in the Spammers list are automatically marked as `[spam]`.
3. Increase antispam protection level. By increasing the protection level, the antispam filter will need less spam indications to classify an e-mail message as spam.
4. Retrain the Learning Engine (Bayesian filter). Use this solution when antispam detection is very unsatisfactory and indicating undetected spam messages no longer works.

Note

BitDefender integrates into the most commonly used mail clients through an easy-to-use antispam toolbar. For a complete list of supported mail clients, please refer to "*Supported Software*" (p. 2).

If you are using a different mail client, you cannot indicate spam messages and train the Learning Engine. To solve the problem, try increasing the antispam protection level and adding spammers to the Spammers list.

Indicate Undetected Spam Messages

If you are using a supported mail client, you can easily indicate which e-mail messages should have been detected as spam. Doing so will considerably improve the efficiency of the antispam filter. Follow these steps:

1. Open your mail client.

2. Go to the Inbox folder.
3. Select the undetected spam messages.
4. Click the **Is Spam** button on the BitDefender antispam toolbar (normally located in the upper part of the mail client window). This indicates to the Learning Engine that the selected messages are spam. They are immediately marked as `[spam]` and moved to the junk mail folder. The next e-mail messages that fit the same patterns will be marked as `[spam]`.

Add Spammers to Spammers List

If you are using a supported mail client, you can easily add the senders of the spam messages to the Spammers list. Follow these steps:

1. Open your mail client.
2. Go to the junk mail folder where spam messages are moved.
3. Select the messages marked as `[spam]` by BitDefender.
4. Click the **Add Spammer** button on the BitDefender antispam toolbar.
5. You may be asked to acknowledge the addresses added to the Spammers list. Select **Don't show this message again** and click **OK**.

If you are using a different mail client, you can manually add spammers to the Spammers list from the BitDefender interface. It is convenient to do this only when you have received several spam messages from the same e-mail address. Follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antispam** on the left-side menu.
3. Click the **Status** tab.
4. Click **Manage Spammers**. A configuration window will appear.
5. Type the spammer's e-mail address and click the button to add the address to the Spammers List.
6. Click **OK** to save the changes and close the window.

Increase Antispam Protection Level

To increase the antispam protection level, follow these steps:

1. Open BitDefender and switch the user interface to Expert Mode.
2. Click **Antispam** on the left-side menu.
3. Click the **Status** tab.
4. Move the slider higher on the scale.

Retrain Learning Engine (Bayesian)

Before training the Learning Engine (Bayesian), prepare a folder containing only SPAM messages and another one containing only legitimate messages. The Learning Engine will analyze them and learn the characteristics that define the spam or legitimate messages that you usually receive. In order for the training to be efficient, there must be over 50 messages in each folder.

To reset the Bayesian database and retrain the Learning Engine, follow these steps:

1. Open your mail client.
2. On the BitDefender antispam toolbar, click the **Wizard** button to start the antispam configuration wizard. Detailed information on this wizard is provided in section "*Antispam Configuration Wizard*" (p. 279).
3. Click **Next**.
4. Select **Skip this step** and click **Next**.
5. Select **Clear antispam filter database** and click **Next**.
6. Select the folder containing legitimate messages and click **Next**.
7. Select the folder containing SPAM messages and click **Next**.
8. Click **Finish** to start the training process.
9. When training is completed, click **Close**.

Ask for Help

If this information was not helpful, you can contact BitDefender for support as described in section "*Support*" (p. 316).

35.4.3. Antispam Filter Does Not Detect Any Spam Message

If no spam message is marked as `[spam]`, there may be a problem with the BitDefender Antispam filter. Before troubleshooting this problem, make sure it is not caused by one of the following conditions:

- The BitDefender Antispam protection is available only for e-mail clients configured to receive e-mail messages via the POP3 protocol. This means the following:
  - E-mail messages received via web-based e-mail services (such as Yahoo, Gmail, Hotmail or other) are not filtered for spam by BitDefender.
  - If your e-mail client is configured to receive e-mail messages using other protocol than POP3 (for example, IMAP4), the BitDefender Antispam filter does not check them for spam.

Note

POP3 is one of the most widely used protocols for downloading e-mail messages from a mail server. If you do not know the protocol that your e-mail client uses to download e-mail messages, ask the person who configured your e-mail client.

- BitDefender Internet Security 2010 doesn't scan Lotus Notes POP3 traffic.

You should also verify the following possible causes:

1. Make sure Antispam is enabled.
   a. Open BitDefender.
   b. Click the **Settings** button in the upper-right corner of the window.
   c. In the Security Settings category, check the antispam status.

   If Antispam is disabled, this is what is causing your problem. Enable Antispam and monitor the antispam operation to see if the problem is fixed.
2. Although very unlikely, you may want to check if you (or someone else) configured BitDefender not to mark spam messages as `[spam]`.
   a. Open BitDefender and switch the user interface to Expert Mode.
   b. Click **Antispam** on the left-side menu and then the **Settings** tab.
   c. Make sure option **Mark spam messages in subject** is selected.

A possible solution is to repair or reinstall the product. However, you may want to contact BitDefender for support instead, as described in section "*Support*" (p. 316).

35.5. BitDefender Removal Failed

This article helps you troubleshoot errors that may occur when removing BitDefender. There are two possible situations:

- During removal, an error screen appears. The screen provides a button to run an uninstall tool that will clean up the system.
- The removal hangs out and, possibly, your system freezes. Click **Cancel** to abort the removal. If this does not work, restart the system.

If removal fails, some BitDefender registry keys and files may remain in your system. Such remainders may prevent a new installation of BitDefender. They may also affect system performance and stability. In order to completely remove BitDefender from your system, you must run the uninstall tool.

If removal fails with an error screen, click the button to run the uninstall tool to clean up the system. Otherwise, proceed as follows:

1. Go to www.bitdefender.com/uninstall and download the uninstall tool on your computer.

2. Run the uninstall tool using administrator privileges. The uninstall tool will remove all the files and registry keys that were not removed during the automatic removal process.
3. Restart your computer.

If this information was not helpful, you can contact BitDefender for support as described in section “*Support*” (p. 316).

36. Support

As a valued provider, BitDefender strives to provide its customers with an unparalleled level of fast and accurate support. The BitDefender Knowledge Base provides you with articles that contain solutions to most of your problems and questions related to BitDefender. If you cannot find the solution in the Knowledge Base, you can contact the BitDefender Customer Care. Our support representatives will answer your questions in a timely manner and give you all the assistance you need.

36.1. BitDefender Knowledge Base

The BitDefender Knowledge Base is an online repository of information about the BitDefender products. It stores, in an easily accessible format, reports on the results of the ongoing technical support and bugfixing activities of the BitDefender support and development teams, along with more general articles about virus prevention, the management of BitDefender solutions with detailed explanations, and many other articles.

The BitDefender Knowledge Base is open to the public and freely searchable. The extensive information it contains is yet another means of providing BitDefender customers with the technical knowledge and insight they need. All valid requests for information or bug reports coming from BitDefender clients eventually find their way into the BitDefender Knowledge Base, as bugfix reports, workaround cheatsheets or informational articles to supplement product helpfiles.

The BitDefender Knowledge Base is available any time at http://kb.bitdefender.com.

36.2. Asking for Help

In order to ask for help, you must use the BitDefender Web Self-Service. Just follow these steps:

1. Go to http://www.bitdefender.com/help. This is where you can find the BitDefender Knowledge Base. The BitDefender Knowledge Base hosts numerous articles that contain solutions to BitDefender-related issues.
2. Search the BitDefender Knowledge Base for articles that may provide a solution to your problem.
3. Please read the relevant article and try the proposed solution.
4. If this solution does not solve your problem, use the link in the article to contact BitDefender Customer Care.
5. Login to your BitDefender account.
6. Contact the BitDefender support representatives by e-mail, chat or phone.

36.3. Contact Information

Efficient communication is the key to a successful business. During the past 10 years BITDEFENDER has established an unquestionable reputation by constantly striving for better communication so as to exceed the expectations of our clients and partners. Should you have any questions, do not hesitate to contact us.

36.3.1. Web Addresses

Sales department: sales@bitdefender.com
Technical support: www.bitdefender.com/help
Documentation: documentation@bitdefender.com
Partner Program: partners@bitdefender.com
Marketing: marketing@bitdefender.com
Media Relations: pr@bitdefender.com
Job Opportunities: jobs@bitdefender.com
Virus Submissions: virus_submission@bitdefender.com
Spam Submissions: spam_submission@bitdefender.com
Report Abuse: abuse@bitdefender.com
Product web site: http://www.bitdefender.com
Product ftp archives: ftp://ftp.bitdefender.com/pub
Local distributors: http://www.bitdefender.com/site/Partnership/list/
BitDefender Knowledge Base: http://kb.bitdefender.com

36.3.2. BitDefender Offices

The BitDefender offices are ready to respond to any inquiries regarding their areas of operation, both in commercial and in general matters. Their respective addresses and contacts are listed below.

U.S.A

BitDefender, LLC
6301 NW 5th Way, Suite 3500
Fort Lauderdale, Florida 33309
Phone (office&sales): 1-954-776-6262
Sales: sales@bitdefender.com
Technical support: http://www.bitdefender.com/help
Web: http://www.bitdefender.com

Germany

BitDefender GmbH
Airport Office Center
Robert-Bosch-Straße 2
59439 Holzwickede

Deutschland
Office: +49 2301 91 84 222
Sales: vertrieb@bitdefender.de
Technical support: http://kb.bitdefender.de
Web: http://www.bitdefender.de

UK and Ireland

Business Centre 10 Queen Street
Newcastle, Staffordshire
ST5 1ED
E-mail: info@bitdefender.co.uk
Phone: +44 (0) 8451-305096
Sales: sales@bitdefender.co.uk
Technical support: http://www.bitdefender.com/help
Web: http://www.bitdefender.co.uk

Spain

BitDefender España SLU
C/ Balmes, 191, 2º, 1ª, 08006
Barcelona
Fax: +34 932179128
Phone: +34 902190765
Sales: comercial@bitdefender.es
Technical support: http://kb.bitdefender.es
Website: http://www.bitdefender.es

Romania

BITDEFENDER SRL
West Gate Park, Building H2, 24 Preciziei Street
Bucharest
Fax: +40 21 2641799
Sales phone: +40 21 2063470
Sales e-mail: sales@bitdefender.ro
Technical support: http://kb.bitdefender.ro
Website: http://www.bitdefender.ro

BitDefender Rescue CD

37. Overview

BitDefender Internet Security 2010 comes with a bootable CD (BitDefender Rescue CD) capable to scan and disinfect all existing hard drives before your operating system starts.

You should use BitDefender Rescue CD any time your operating system is not working properly because of virus infections. That usually happens when you don't use an antivirus product.

The update of the virus signatures is made automatically, without user intervention each time you start the BitDefender Rescue CD.

BitDefender Rescue CD is a BitDefender re-mastered Knoppix distribution, which integrates the latest BitDefender for Linux security solution into the GNU/Linux Knoppix Live CD, offering a desktop antivirus which can scan and disinfect existing hard drives (including Windows NTFS partitions). At the same time, BitDefender Rescue CD can be used to restore your valuable data when you cannot boot Windows.

Note

BitDefender Rescue CD can be downloaded from this location: http://download.bitdefender.com/rescue_cd/

37.1. System Requirements

Before booting BitDefender Rescue CD, you must first verify if your system meets the following requirements.

Processor type

x86 compatible, minimum 166 MHz, but do not expect a great performance in this case. An i686 generation processor, at 800MHz, would make a better choice.

Memory

Minimum 512 MB of RAM Memory (1 GB recommended)

CD-ROM

BitDefender Rescue CD runs from a CD-ROM, therefore a CD-ROM and a BIOS capable to boot from it is required.

Internet connection

Although BitDefender Rescue CD will run with no Internet connection, the update procedures will require an active HTTP link, even through some proxy server. Therefore, for an up to date protection, the Internet connection is a MUST.

Graphical resolution

Standard SVGA-compatible graphics card.

37.2. Included Software

BitDefender Rescue CD includes the following software packages.

Xedit
This is a text file editor.

Vim
This is a powerful text file editor, containing syntax highlighting, a GUI, and much more. For more information, please refer to the Vim homepage.

Xcalc
This is a calculator.

RoxFiler
RoxFiler is a fast and powerful graphical file manager.

For more information, please refer to the RoxFiler homepage.

MidnightCommander
GNU Midnight Commander (mc) is a text-mode file manager.

For more information, please refer to the MC homepage.

Pstree
Pstree displays running processes.

Top
Top displays Linux tasks.

Xkill
Xkill kills a client by its X resources.

Partition Image
Partition Image helps you save partitions in the EXT2, Reiserfs, NTFS, HPFS, FAT16, and FAT32 file system formats to an image file. This program can be useful for backup purposes.

For more information, please refer to the Partimage homepage.

GtkRecover
GtkRecover is a GTK version of the console program recover. It helps you recover a file.

For more information, please refer to the GtkRecover homepage.

ChkRootKit
ChkRootKit is a tool that helps you scan your computer for rootkits.

For more information, please refer to the ChkRootKit homepage.

Nessus Network Scanner
Nessus is a remote security scanner for Linux, Solaris, FreeBSD, and Mac OS X.

For more information, please refer to the Nessus homepage.

Iptraf

Iptraf is an IP Network Monitoring Software.

For more information, please refer to the Iptraf homepage.

Iftop

Iftop displays bandwidth usage on an interface.

For more information, please refer to the Iftop homepage.

MTR

MTR is a network diagnostic tool.

For more information, please refer to the MTR homepage.

PPPStatus

PPPStatus displays statistics about the incoming and outgoing TCP/IP traffic.

For more information, please refer to the PPPStatus homepage.

Wavemon

Wavemon is a monitoring application for wireless network devices.

For more information, please refer to the Wavemon homepage.

USBView

USBView displays information about devices connected to the USB bus.

For more information, please refer to the USBView homepage.

Pppconfig

Pppconfig helps automatically setting up a dial up ppp connection.

DSL/PPPoe

DSL/PPPoe configures a PPPoE (ADSL) connection.

I810rotate

I810rotate toggles the video output on i810 hardware using i810switch(1).

For more information, please refer to the I810rotate homepage.

Mutt

Mutt is a powerful text-based MIME mail client.

For more information, please refer to the Mutt homepage.

Mozilla Firefox

Mozilla Firefox is a well-known web browser.

For more information, please refer to the Mozilla Firefox homepage.

Elinks

Elinks is a text mode web browser.

For more information please refer to the Elinks homepage.

38. BitDefender Rescue CD Howto

This chapter contains information on how to start and stop the BitDefender Rescue CD, scan your computer for malware as well as save data from your compromised Windows PC to a removable device. However, by using the software applications that come with the CD, you can do many tasks the description of which goes far beyond the scope of this user's guide.

38.1. Start BitDefender Rescue CD

To start the CD, set up the BIOS of your computer to boot off the CD, put the CD in the drive and reboot the computer. Make sure that your computer can boot from CD.

Wait until the next screen shows up and follow the on-screen instructions to start BitDefender Rescue CD.

Boot Splash Screen

At boot time, the update of the virus signatures is made automatically. This may take a while.

When the boot process has finished you will see the next desktop. You may now start using BitDefender Rescue CD.

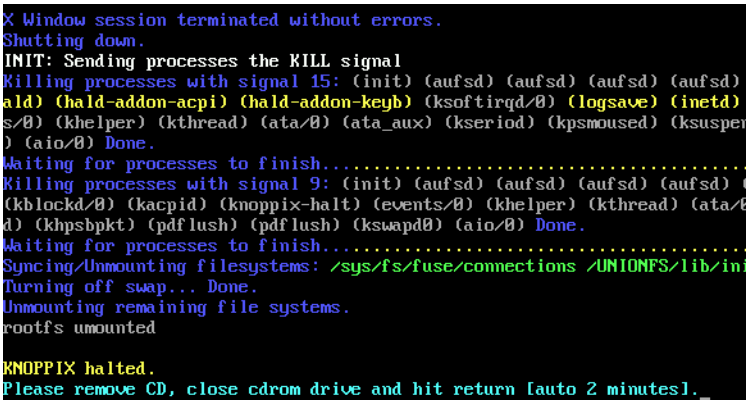
The Desktop

38.2. Stop BitDefender Rescue CD

You can safely shut down your computer by selecting **Exit** from the BitDefender Rescue CD contextual menu (right-click to open it) or by issuing the **halt** command in a terminal.

Choose "EXIT"

When BitDefender Rescue CD has successfully closed all programs it will show a screen like the following image. You may remove the CD in order to boot from your hard drive. Now it's ok to turn off your computer or to reboot it.


X Window session terminated without errors.
Shutting down.
INIT: Sending processes the KILL signal
Killing processes with signal 15: (init) (aufsd) (aufsd) (aufsd) (aufsd)
ald) (hald-addon-acpi) (hald-addon-keyb) (ksoftirqd/0) (logsave) (inetd)
s/0) (khelper) (kthread) (ata/0) (ata_aux) (kseriod) (kpsmoused) (ksuspe
) (aio/0) Done.
Waiting for processes to finish.....
Killing processes with signal 9: (init) (aufsd) (aufsd) (aufsd) (aufsd)
(kblockd/0) (kacpid) (knoppix-halt) (events/0) (khelper) (kthread) (ata/
d) (khpsbpkt) (pdflush) (pdflush) (kswapd0) (aio/0) Done.
Waiting for processes to finish.....
Syncing/Unmounting filesystems: /sys/fs/fuse/connections /UNIONFS/lib/in
Turning off swap... Done.
Unmounting remaining file systems.
rootfs umounted
KNOPPIX halted.
Please remove CD, close cdrom drive and hit return [auto 2 minutes].

Wait for this message when shutting down

38.3. How do I perform an antivirus scan?

A wizard will appear when the boot process has finished and allow you to full scan your computer. All you have to do is click the **Start** button.

Note
If your screen resolution isn't high enough, you will be asked to start scanning in text-mode.

Follow the three-step guided procedure to complete the scanning process.

1. You can see the scan status and statistics (scanning speed, elapsed time, number of scanned / infected / suspicious / hidden objects and other).

   Note
   The scanning process may take a while, depending on the complexity of the scan.

2. You can see the number of issues affecting your system.

   The issues are displayed in groups. Click the "+" box to open a group or the "-" box to close a group.

   You can choose an overall action to be taken for each group of issues or you can select separate actions for each issue.
3. You can see the results summary.

If you want to scan a certain directory only, you can use one of the following alternatives:

- Use the **BitDefender Scanner for Unices**.

1. Double click the START SCANNER icon on the Desktop. This will launch the **BitDefender Scanner for Unices**.
2. Click **Scanner**, a new window will appear.
3. Select the directory you wish to scan and click **Open** to start scanning using the same wizard that appeared when you first booted.

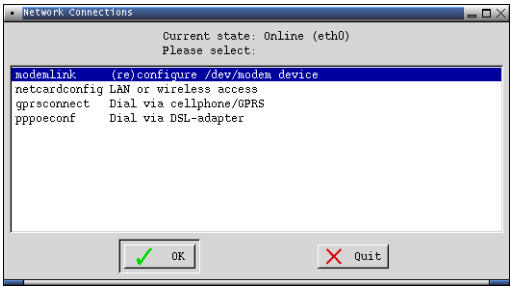
- Use the contextual menu - browse your folders, right-click a file or directory and select **Send to**. Then choose **BitDefender Scanner**.
- Or you can issue the next command as root, from a terminal. The **BitDefender Antivirus Scanner** will start with the selected file or folder as default location to scan.

```
# bdscan /path/to/scan/
```

38.4. How do I configure the Internet connection?

If you're in a DHCP network and you have an ethernet network card, the Internet connection should already be detected and configured. For a manual configuration, follow the next steps.

1. Double-click the Network Connections shortcut on the Desktop. The following window will appear.



Network Connections

2. Select the type of connection you are using and click OK.

Connection	Description
modemlink	Select this type of connection when you are using a modem and a telephone line to access the Internet.

Connection	Description
netcardconfig	Select this type of connection when you are using a local area network (LAN) to access the Internet. It is also suitable for wireless connections.
gprsconnect	Select this type of connection when you are accessing the Internet over a mobile phone network by using GPRS (General Packet Radio Service) protocol. Of course you can use also a GPRS modem instead of a mobile phone.
pppoeconf	Select this type of connection when you are using a DSL (Digital Subscriber Line) modem to access the Internet.

3. Follow the on-screen instructions. If you're not sure what to write, contact your system or network administrator for details.

Important
Please be aware that you only activate the modem by selecting the above-mentioned options. To configure the network connection follow these steps.

1. Right -click the Desktop. The BitDefender Rescue CD contextual menu will appear.
2. Select **Terminal (as root)**.
3. Type the following commands:

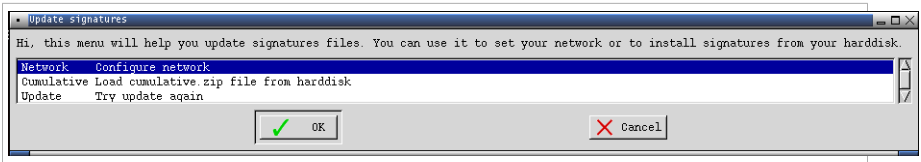
```
# pppconfig
```

4. Follow the on-screen instructions. If you're not sure what to write, contact your system or network administrator for details.

38.5. How do I update BitDefender?

At boot time, the update of the virus signatures is made automatically. However, if you skipped this step or simply wish to update after booting, here are two ways to update BitDefender.

- Use the **BitDefender Scanner for Unices**.
  1. Double click the START SCANNER icon on the desktop. This will launch the **BitDefender Scanner for Unices**.
  2. Click **Update**.
- Use the **Update Signatures** shortcut on the Desktop.
  1. Double-click the Update Signatures shortcut on the Desktop. The following window will appear.


Update signatures
Hi, this menu will help you update signatures files. You can use it to set your network or to install signatures from your harddisk.
Network Configure network
Cumulative Load cumulative.zip file from harddisk
Update Try update again
OK
Cancel

Update Signatures

2. Do one of the following:
   - Select **Cumulative** to install signatures already saved on your hard disk by browsing your computer and loading the `cumulative.zip` file.
   - Select **Update** to immediately connect to the internet and download the latest virus signatures.
3. Click **OK**.

38.5.1. How do I update BitDefender over a proxy?

If there is a proxy server between your computer and the Internet, some configurations are to be done in order to update the virus signatures.

To update BitDefender over a proxy, use one of the following options:

- Use the **BitDefender Scanner for Unices**.
  1. Double click the START SCANNER icon on the Desktop. This will launch the **BitDefender Scanner for Unices**.
  2. Click **Settings**, a new window will appear.
  3. Under **Update Settings**, select the **Enable HTTP Proxy** check box. Specify the Proxy host (to be specified as follows: `host[:port]`), Proxy user (to be specified as follows: `[domain\]username`) and Password. Select the **Bypass proxy server when not available** check box for a direct connection to be used when the proxy server is not available.
  4. Click **Save**
  5. Click **Update**
- Use Terminal (as root).
  1. Right -click the Desktop. The BitDefender Rescue CD contextual menu will appear.
  2. Select **Terminal (as root)**.
  3. Type the command: **cd /ramdisk/BitDefender-scanner/etc**.
  4. Type the command: **mcedit bdscan.conf** to edit this file by using GNU Midnight Commander (mc).
  5. Uncomment the following line: `#HttpProxy =` (just delete the # sign) and specify the domain, username, password and server port of the proxy server. For example, the respective line must look like this:

     ```
     HttpProxy = myuser:mypassword@proxy.company.com:8080
     ```

6. Press **F2** to save the current file, confirm saving, and then press **F10** to close it.
7. Type the command: **bdscan update**.

38.6. How do I save my data?

Let's assume that you cannot start your Windows PC due to some unknown issues. At the same time, you desperately need to access some important data from your computer. This is where BitDefender Rescue CD comes in handy.

To save your data from the computer to a removable device, such as an USB memory stick, just follow these steps:

1. Put the BitDefender Rescue CD in the CD drive, the memory stick into the USB drive and then restart the computer.

   Note

   If you plug the memory stick at a later moment, you have to mount the removable device by following these steps:
   a. Double-click the Terminal Emulator shortcut on the Desktop.
   b. Type the following command:

   ```
   # mount  /media/sdb1
   ```

   Please be aware that depending on your computer configuration it might be `sda1` instead of `sdb1`.

2. Wait until BitDefender Rescue CD finishes booting. The following window will appear.

Desktop Screen

3. Double-click the partition where the data you want to save is located (e.g. `[sda3]`).

Note

When working with BitDefender Rescue CD, you will deal with Linux-type partition names. So, `[sda1]` will probably correspond to the `(C:)` Windows-type partition, `[sda3]` to `(F:)`, and `[sdb1]` to the memory stick.

Important

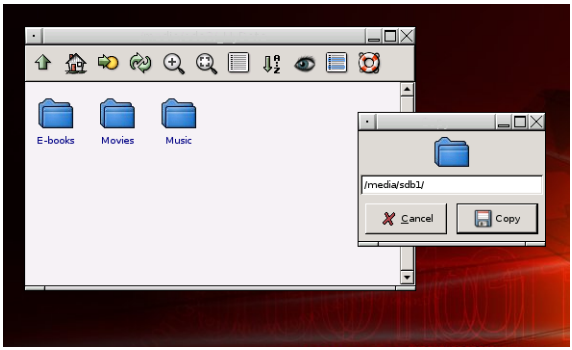
If the computer was not properly shut down, it is possible that certain partitions were not mounted automatically. To mount a partition, follow these steps.

a. Double-click the Terminal Emulator shortcut on the Desktop.

b. Type the following command:

```
# mount  /media/partition_name
```

4. Browse your folders and open the desired directory. For instance, `MyData` which contains `Movies`, `Music` and `E-books` sub-directories.
5. Right-click the desired directory and select **Copy**. The following window will appear.



Saving Data

6. Type `/media/sdb1/` into the corresponding textbox and click **Copy**.

   Please be aware that depending on your computer configuration it might be `sda1` instead of `sdb1`.

38.7. How do I use console mode?

If your screen resolution is not high enough to run the graphical user interface, you can run the BitDefender Rescue CD in console mode. The simple text mode allows you to perform a complete scan of your computer.

To run the CD in console mode, set up the BIOS of your computer to boot off the CD, put the CD in the drive and reboot the computer. Wait for the boot splash screen to appear and select **Start knoppix in console mode**.

After booting, follow the on-screen instructions to perform a complete scan of your computer.

BitDefender detects the partitions on your hard drive and automatically updates the database of malware signatures before scanning begins. If any infected files are found, BitDefender will disinfect them. After the scanning process is completed, the scan log is displayed.

Note
The scanning process may take a while, depending on the complexity of the scan.

Glossary

ActiveX

ActiveX is a model for writing programs so that other programs and the operating system can call them. ActiveX technology is used with Microsoft Internet Explorer to make interactive Web pages that look and behave like computer programs, rather than static pages. With ActiveX, users can ask or answer questions, use push buttons, and interact in other ways with the Web page. ActiveX controls are often written using Visual Basic.

Active X is notable for a complete lack of security controls; computer security experts discourage its use over the Internet.

Adware

Adware is often combined with a host application that is provided at no charge as long as the user agrees to accept the adware. Because adware applications are usually installed after the user has agreed to a licensing agreement that states the purpose of the application, no offense is committed.

However, pop-up advertisements can become an annoyance, and in some cases degrade system performance. Also, the information that some of these applications collect may cause privacy concerns for users who were not fully aware of the terms in the license agreement.

Archive

A disk, tape, or directory that contains files that have been backed up.

A file that contains one or more files in a compressed format.

Backdoor

A hole in the security of a system deliberately left in place by designers or maintainers. The motivation for such holes is not always sinister; some operating systems, for example, come out of the box with privileged accounts intended for use by field service technicians or the vendor's maintenance programmers.

Boot sector

A sector at the beginning of each disk that identifies the disk's architecture (sector size, cluster size, and so on). For startup disks, the boot sector also contains a program that loads the operating system.

Boot virus

A virus that infects the boot sector of a fixed or floppy disk. An attempt to boot from a diskette infected with a boot sector virus will cause the virus to become active in memory. Every time you boot your system from that point on, you will have the virus active in memory.

Browser

Short for Web browser, a software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator and Microsoft

Internet Explorer. Both of these are graphical browsers, which means that they can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video, though they require plug-ins for some formats.

Command line

In a command line interface, the user types commands in the space provided directly on the screen using command language.

Cookie

Within the Internet industry, cookies are described as small files containing information about individual computers that can be analyzed and used by advertisers to track your online interests and tastes. In this realm, cookie technology is still being developed and the intention is to target ads directly to what you've said your interests are. It's a double-edge sword for many people because on one hand, it's efficient and pertinent as you only see ads about what you're interested in. On the other hand, it involves actually "tracking" and "following" where you go and what you click. Understandably so, there is a debate over privacy and many people feel offended by the notion that they are viewed as a "SKU number" (you know, the bar code on the back of packages that gets scanned at the grocery check-out line). While this viewpoint may be extreme, in some cases it is accurate.

Disk drive

It's a machine that reads data from and writes data onto a disk.

A hard disk drive reads and writes hard disks.

A floppy drive accesses floppy disks.

Disk drives can be either internal (housed within a computer) or external (housed in a separate box that connects to the computer).

Download

To copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of copying a file from an online service to one's own computer. Downloading can also refer to copying a file from a network file server to a computer on the network.

E-mail

Electronic mail. A service that sends messages on computers via local or global networks.

Events

An action or occurrence detected by a program. Events can be user actions, such as clicking a mouse button or pressing a key, or system occurrences, such as running out of memory.

False positive

Occurs when a scanner identifies a file as infected when in fact it is not.

Filename extension

The portion of a filename, following the final point, which indicates the kind of data stored in the file.

Many operating systems use filename extensions, e.g. Unix, VMS, and MS-DOS. They are usually from one to three letters (some sad old OSes support no more than three). Examples include "c" for C source code, "ps" for PostScript, "txt" for arbitrary text.

Heuristic

A rule-based method of identifying new viruses. This method of scanning does not rely on specific virus signatures. The advantage of the heuristic scan is that it is not fooled by a new variant of an existing virus. However, it might occasionally report suspicious code in normal programs, generating the so-called "false positive".

IP

Internet Protocol - A routable protocol in the TCP/IP protocol suite that is responsible for IP addressing, routing, and the fragmentation and reassembly of IP packets.

Java applet

A Java program which is designed to run only on a web page. To use an applet on a web page, you would specify the name of the applet and the size (length and width, in pixels) that the applet can utilize. When the web page is accessed, the browser downloads the applet from a server and runs it on the user's machine (the client). Applets differ from applications in that they are governed by a strict security protocol.

For example, even though applets run on the client, they cannot read or write data onto the client's machine. Additionally, applets are further restricted so that they can only read and write data from the same domain that they are served from.

Macro virus

A type of computer virus that is encoded as a macro embedded in a document. Many applications, such as Microsoft Word and Excel, support powerful macro languages.

These applications allow you to embed a macro in a document, and have the macro execute each time the document is opened.

Mail client

An e-mail client is an application that enables you to send and receive e-mail.

Memory

Internal storage areas in the computer. The term memory identifies data storage that comes in the form of chips, and the word storage is used for memory that

exists on tapes or disks. Every computer comes with a certain amount of physical memory, usually referred to as main memory or RAM.

Non-heuristic

This method of scanning relies on specific virus signatures. The advantage of the non-heuristic scan is that it is not fooled by what might seem to be a virus, and does not generate false alarms.

Packed programs

A file in a compression format. Many operating systems and applications contain commands that enable you to pack a file so that it takes up less memory. For example, suppose you have a text file containing ten consecutive space characters. Normally, this would require ten bytes of storage.

However, a program that packs files would replace the space characters by a special space-series character followed by the number of spaces being replaced. In this case, the ten spaces would require only two bytes. This is just one packing technique - there are many more.

Path

The exact directions to a file on a computer. These directions are usually described by means of the hierarchical filing system from the top down.

The route between any two points, such as the communications channel between two computers.

Phishing

The act of sending an e-mail to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft. The e-mail directs the user to visit a Web site where they are asked to update personal information, such as passwords and credit card, social security, and bank account numbers, that the legitimate organization already has. The Web site, however, is bogus and set up only to steal the user's information.

Polymorphic virus

A virus that changes its form with each file it infects. Since they have no consistent binary pattern, such viruses are hard to identify.

Port

An interface on a computer to which you can connect a device. Personal computers have various types of ports. Internally, there are several ports for connecting disk drives, display screens, and keyboards. Externally, personal computers have ports for connecting modems, printers, mice, and other peripheral devices.

In TCP/IP and UDP networks, an endpoint to a logical connection. The port number identifies what type of port it is. For example, port 80 is used for HTTP traffic.

Report file

A file that lists actions that have occurred. BitDefender maintains a report file listing the path scanned, the folders, the number of archives and files scanned, how many infected and suspicious files were found.

Rootkit

A rootkit is a set of software tools which offer administrator-level access to a system. The term was first used for the UNIX operating systems and it referred to recompiled tools which provided intruders administrative rights, allowing them to conceal their presence so as not to be seen by the system administrators.

The main role of rootkits is to hide processes, files, logins and logs. They may also intercept data from terminals, network connections or peripherals, if they incorporate the appropriate software.

Rootkits are not malicious in nature. For example, systems and even some applications hide critical files using rootkits. However, they are mostly used to hide malware or to conceal the presence of an intruder into the system. When combined with malware, rootkits pose a great threat to the integrity and the security of a system. They can monitor traffic, create backdoors into the system, alter files and logs and avoid detection.

Script

Another term for macro or batch file, a script is a list of commands that can be executed without user interaction.

Spam

Electronic junk mail or junk newsgroup postings. Generally known as any unsolicited e-mail.

Spyware

Any software that covertly gathers user information through the user's Internet connection without his or her knowledge, usually for advertising purposes. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet; however, it should be noted that the majority of shareware and freeware applications do not come with spyware. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else. Spyware can also gather information about e-mail addresses and even passwords and credit card numbers.

Spyware's similarity to a Trojan horse is the fact that users unwittingly install the product when they install something else. A common way to become a victim of spyware is to download certain peer-to-peer file swapping products that are available today.

Aside from the questions of ethics and privacy, spyware steals from the user by using the computer's memory resources and also by eating bandwidth as it

sends information back to the spyware's home base via the user's Internet connection. Because spyware is using memory and system resources, the applications running in the background can lead to system crashes or general system instability.

Startup items

Any files placed in this folder will open when the computer starts. For example, a startup screen, a sound file to be played when the computer first starts, a reminder calendar, or application programs can be startup items. Normally, an alias of a file is placed in this folder rather than the file itself.

System tray

Introduced with Windows 95, the system tray is located in the Windows taskbar (usually at the bottom next to the clock) and contains miniature icons for easy access to system functions such as fax, printer, modem, volume, and more. Double click or right click an icon to view and access the details and controls.

TCP/IP

Transmission Control Protocol/Internet Protocol - A set of networking protocols widely used on the Internet that provides communications across interconnected networks of computers with diverse hardware architectures and various operating systems. TCP/IP includes standards for how computers communicate and conventions for connecting networks and routing traffic.

Trojan

A destructive program that masquerades as a benign application. Unlike viruses, Trojan horses do not replicate themselves but they can be just as destructive. One of the most insidious types of Trojan horse is a program that claims to rid your computer of viruses but instead introduces viruses onto your computer.

The term comes from a story in Homer's Iliad, in which the Greeks give a giant wooden horse to their foes, the Trojans, ostensibly as a peace offering. But after the Trojans drag the horse inside their city walls, Greek soldiers sneak out of the horse's hollow belly and open the city gates, allowing their compatriots to pour in and capture Troy.

Update

A new version of a software or hardware product designed to replace an older version of the same product. In addition, the installation routines for updates often check to make sure that an older version is already installed on your computer; if not, you cannot install the update.

BitDefender has it's own update module that allows you to manually check for updates, or let it automatically update the product.

Virus

A program or piece of code that is loaded onto your computer without your knowledge and runs against your will. Most viruses can also replicate themselves. All computer viruses are manmade. A simple virus that can copy

itself over and over again is relatively easy to produce. Even such a simple virus is dangerous because it will quickly use all available memory and bring the system to a halt. An even more dangerous type of virus is one capable of transmitting itself across networks and bypassing security systems.

Virus definition

The binary pattern of a virus, used by the antivirus program to detect and eliminate the virus.

Worm

A program that propagates itself over a network, reproducing itself as it goes. It cannot attach itself to other programs.